

**Windstream D&E Systems, Inc.**

REGULATIONS AND SCHEDULE OF CHARGES APPLICABLE  
TO COMPETITIVE LOCAL EXCHANGE CARRIER SERVICES

IN

Service territories of Verizon Pennsylvania Inc., Verizon North Inc., and United Telephone Company of Pennsylvania. See Section 2, Sheet 1 for complete listing of the counties served.

This Tariff cancels and supercedes the  
D&E Systems, Inc.  
PA P.U.C. No. 3 Competitive Local Exchange Services Tariff.

The Company concurs in the Exchange Area Maps of Verizon Pennsylvania Inc. at Telephone - PA P.U.C. No. 180A, PA P.U.C. No. 182, PA P.U.C. No. 182A, PA P.U.C. No. 185B, PA P.U.C. No. 185C; Verizon North Inc. at Telephone - PA P.U.C. No. 1, PA P.U.C. No. 5, PA P.U.C. No. 5, PA P.U.C. No. 6; and United Telephone Company d/b/a Embarq at Telephone - PA P.U.C. No. 27.

This tariff is in concurrence with all applicable State and Federal Laws (including, but not limited to, 52 Pa. Code, 66 Pa. C.S., the Telecommunications Act of 1996) and with the Pennsylvania Public Utility Commission's applicable Rules and Regulations and Orders. Any provisions contained in this Tariff that are inconsistent with the foregoing mentioned will be deemed inoperative and superseded.

**Notice**

See Sheet 2

Issued by: Lynn Hughes, Director  
4001 Rodney Parham Road  
Little Rock, Arkansas 72212

Supplement No. 6 to Telephone - PA P.U.C. No. 5

Windstream D&E Systems, Inc.

Section 1  
Page No. 2

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SHEETS AFFECTED BY THIS SUPPLEMENT	CHANGES MADE BY THIS SUPPLEMENT
Section 2, 2nd Revised Page 23	Adds collection fee for business accounts with unpaid balances.

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4001 Rodney Parham Road  
Little Rock, Arkansas 72212

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Windstream D&E Systems, Inc.

Section 1  
Page No. 2

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SHEETS AFFECTED BY THIS SUPPLEMENT	CHANGES MADE BY THIS SUPPLEMENT
Section 2, 1 <sup>st</sup> Revised Page 23	Administrative change to late payment fee language.

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4001 Rodney Parham Road  
Little Rock, Arkansas 72212

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SHEETS AFFECTED BY THIS SUPPLEMENT	CHANGES MADE BY THIS SUPPLEMENT
Section 5, 2 <sup>nd</sup> Revised Page No. 9, Section 5 1 <sup>st</sup> Revised Page Nos.10 and 12	Lifeline changes pursuant to FCC Order 12-11, released on February 6, 2012

**Windstream D&E Systems, Inc.**

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COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SHEETS AFFECTED BY THIS SUPPLEMENT	CHANGES MADE BY THIS SUPPLEMENT
Table of Contents, 1 <sup>st</sup> Revised Page No. 9, Section 5 1 <sup>st</sup> Revised Page Nos.11, 13 and 14	Changes to remove Link-Up pursuant to FCC Order.

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COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SHEETS AFFECTED BY THIS SUPPLEMENT	CHANGES MADE BY THIS SUPPLEMENT
Section 2, 1 <sup>st</sup> Revised Page 25	Text change to language regarding interest on deposits.

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COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

SHEETS AFFECTED BY THIS SUPPLEMENT	CHANGES MADE BY THIS SUPPLEMENT
Section 5, First Revised Sheets 28, 36, 37, & 38.	Grandfather some individual and/or per use services and add new services.

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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1	4	First
1	5	Orig.
1	6	Orig.
1	7	Orig.
1	8	Orig.
1	9	Orig.
1	10	Orig.
2	1	Orig.
2	2	Orig.
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2	22	Orig.

Sec.	Page	Rev.
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COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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EXPLANATION OF SYMBOLS  
AND ABBREVIATIONS

The following symbols shall be used in this tariff for the purpose indicated below:

C	-	To signify any other changes
D	-	To signify decreased rate
I	-	To signify increased rate

PRINCIPAL OFFICE

The Company's principal office is located at 4001 Rodney Parham Road, Little Rock, AR 72212.

This tariff is available for public inspection at the above address during regular business hours.

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**RULES AND REGULATIONS****A. APPLICATION OF TARIFF**

This tariff sets forth the service offerings, rates, terms and conditions applicable to the furnishing of local communications services by D&E Systems, Inc. ("the Company"), to customers within the local exchange service area defined herein.

D&E Systems, Inc. is certified to provide service in the following counties:

Adams	Allegheny	Armstrong	Beaver	Bedford
Berks	Blair	Bradford	Bucks	Butler
Cambria	Cameron	Carbon	Centre	Chester
Clarion	Clearfield	Clinton	Columbia	Crawford
Cumberland	Dauphin	Delaware	Elk	Erie
Fayette	Forest	Franklin	Fulton	--
Huntingdon	Indiana	Jefferson	Juniata	Lackawanna
Lancaster	Lawrence	Lebanon	Lehigh	Luzerne
Lycoming	McKean	Mercer	Mifflin	Monroe
Montgomery	Montour	Northampton	Northumberland	Perry
Philadelphia	Pike	Potter	Schuylkill	Snyder
Somerset	Tioga	Venango	Warren	Washington
Wayne	Westmoreland	York		

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**RULES AND REGULATIONS****B. DEFINITIONS**

Advance Payment: Payment of all or part of a charge required before the start of service.

Authorized User: A person, firm, corporation or other entity that either is authorized by the Customer to use local exchange telephone service or is placed in a position by the Customer, either through acts or omissions, to use local exchange telephone service.

Call Forward Busy: Automatically routes incoming calls to a designated answering point when the called line is busy.

Call Forward No Answer: Automatically routes incoming calls to a designated answering point when the called line does not answer within a pre-specified number of rings.

Call Hold: Allows the User to hold one call for any length of time provided that neither party goes On Hook.

Call Park: Allows a User to "park" a call against their directory number within the business group and "unpark" the call from any other directory number. A business group consists of a series of Customer-defined telephone numbers.

Call Pickup: Allows a User to answer incoming calls to another Station line within a defined call pickup group. Call Pickup is provided as either Group Call Pickup, where predesignated groups can pickup each other's calls by activating an access code or a feature key, or Directed Call Pickup, where any call can be retrieved by dialing a different access code followed by the extension number.

Call Transfer/Consultation/Conference: Provides the capability to transfer or add a third party, using the same line.

Call Waiting: Provides the User with a burst of tone to indicate that another call is waiting. The second call can either be answered by flashing the switchhook or hanging up the phone and being rung back by the caller.

Call Waiting Cancel: Allows a User to cancel the Call Waiting feature on a per call basis by dialing a specific two-digit code.

Calling Name Delivery: Identifies the directory name of the calling party.

Calling Number Delivery: Identifies the 10-digit number of the calling party.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**RULES AND REGULATIONS**

## B. DEFINITIONS (cont'd)

Calling Number Delivery Blocking: Blocks the delivery of the number to the called party on a per call basis.

Class of Service (COS): Used to prevent a Station from dialing certain codes and numbers.

Company: D&E Systems, Inc., which is the issuer of this tariff.

Commission: The Pennsylvania Public Utility Commission.

Conference/Six-Way: The User can sequentially call up to five other people and add them together to make up a six-way call.

Customer: The person, firm, corporation or other entity which orders service and is responsible for the payment of charges and for compliance with the Company's tariff regulations.

Customer Group Dialing Plan: A dialing scheme shared by the members of a Customer group, such as 4 digit internal dialing.

Dial Pulse (DP): The pulse type employed by rotary dial Station sets.

Direct Inward Dialing (DID): A service attribute that routes incoming calls directly to Stations, bypassing a central answering point.

Do Not Disturb: Allows the User to prevent incoming calls from ringing its line by diverting them to a tone or a recorded announcement that informs the caller that the User is not accepting calls at this time.

Dual Tone Multi-Frequency ("DTMF"): The pulse type employed by tone dial Station sets.

Hunting: Routes a call to an idle Station line. With Serial Hunting, calls to a member of a hunt group will search from that point to the end of the group and stop.

Individual Case Basis: A service arrangement in which the regulations, rates and charges are developed based on the specific circumstances of the Customer's situation.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**RULES AND REGULATIONS**

## B. DEFINITIONS (cont'd)

InterLATA Presubscription: Presubscription is an arrangement whereby an end user may select and designate to the Company an interexchange carrier (IXC) to access, without an access code, for interLATA calls. This carrier is referred to as the end user's presubscribed interLATA toll provider.

IntraLATA Presubscription: Presubscription is an arrangement whereby an end user may select and designate to the Company either the Company or an interexchange carrier (IXC) to access, without an access code, for intraLATA calls. This carrier is referred to as the end user's presubscribed intraLATA toll provider.

Joint User: A person, firm or corporation designated by the Customer as a user of local exchange service furnished to the Customer by the Company, and to whom a portion of the charges for such facilities are billed under a joint use arrangement.

LATA: A local access and transport area established pursuant to the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-192 for the provision and administration of communications services.

Least Idle Trunk Selection (LIDL): LIDL trunk selection occurs when a switching unit selects from a Trunk group the Trunk that has been idle for the shortest period of time.

Local Calling: A completed call or telephonic communication between a calling Station and any other station within the local service area of the calling Station.

Local Exchange Carrier: Any individual, partnership, association, joint-stock company, trust governmental entity or corporation engaged in the provision of local exchange telephone service.

Mbps: Megabits, or million of Bits, per second.

Message Waiting: This feature provides an indication to a Station User that a message is waiting. Indications may be visual (lamp) or audible (stuttered dialtone).

Most Idle Trunk Selection (MIDL): MIDL Trunk selection occurs when a switching unit selects from a Trunk group the Trunk that has been idle for the longest period of time.

Multiple Appearance Directory Numbers: A directory number that is assigned more than once to one or more Proprietary Business Sets.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**RULES AND REGULATIONS**

## B. DEFINITIONS (cont'd)

Multi-Frequency ("MF"): An inter-machine pulse-type used for signaling between telephone switches, or between telephone switches and PBX/key systems.

Non-Recurring Charges: The one-time initial charges for services or facilities, including but not limited to charges for construction, installation, or special fees, for which the Customer becomes liable at the time the Service Order is executed.

Off-Hook: The term "off-hook" denotes the active condition of a telephone exchange service line.

Off-net Service: Service to the customer's physical location is provided through the use, purchase or lease of the facilities of another local access provider.

Off-switch Service: Off-switch service is service, which utilizes the switching of another local access provider.

On-Hook: The term "on-hook" denotes the idle condition of a telephone exchange service line.

On-net Service: Service to the customer's physical location is provided entirely on the Company's own facilities.

On-switch Service: On-switch service is service using switching investment of the Company.

Originating Off-Net: A call originating on and placed via non-company owned or company leased facilities.

Originating On-Net: A call originating on and placed via company owned or company leased facilities.

Recurring Charges: The monthly charges to the Customer for services, facilities and equipment, which continue for the agreed upon duration of the service.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**RULES AND REGULATIONS**

## B. DEFINITIONS (cont'd)

**Resale Accounts:** Resale Accounts is a service to the customer's physical location provided through the facilities of another local access provider, purchased via resale, and resold by the Company.

**Service Commencement Date:** The first day following the date on which the Company notifies the Customer that the requested service or facility is available for use, unless extended by the Customer's refusal to accept service which does not conform to standards set forth in the Service Order or this tariff, in which case the Service Commencement Date is the date of the Customer's acceptance of service. The parties may mutually agree on a substitute Service Commencement Date.

**Service Order:** The written request for local exchange services executed by the Customer and the Company in a format specified by the Company. The signing of a Service Order by the Customer and acceptance thereof by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this tariff, but the duration of the service is calculated from the Service Commencement Date.

**Services:** The telecommunications services offered by the Company.

**Speed Call:** Provides a User with the option to call selected directory numbers by dialing a one or two-digit code.

**Station:** Telephone equipment from or to which calls are placed.

**Trunk:** A communications path connecting two switching systems in a network, used in the establishment of an end-to-end connection.

**Unbundled Network Element (UNE):** Elements of the incumbent's network made available to the Company on the basis of incremental cost.

**Unbundled Network Element-Platform (UNE-P):** Service using the leased unbundled local loop and unbundled switch of the incumbent.

**User:** A Customer or any other person authorized by the Customer to use service provided under this tariff.

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**RULES AND REGULATIONS**

## C. GENERAL REGULATIONS

1. Undertaking of the Companya. Scope

The Company undertakes to furnish communications service in connection with one-way and/or two-way message transmission between points within the State of Pennsylvania under the terms of this tariff.

Customers may use services and facilities provided under this tariff to obtain access to services offered by other service providers. The Company is responsible under this tariff only for the services and facilities provided herein, and it assumes no responsibility for any service provided by any other entity that purchases access to the Company network in order to originate or terminate its own services, or to communicate with its own Customers.

b. Shortage of Equipment or Facilities

- (1) The Company reserves the right to limit or allocate the use of existing facilities, or of additional facilities offered by the Company when necessary because of lack of facilities or due to some other cause beyond the Company's control.
- (2) The furnishing of service under this tariff is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's fiber optic cable facilities as well as facilities the Company may obtain from other carriers, from time to time, to furnish service as required at the sole discretion of the Company.

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**RULES AND REGULATIONS**

## C. GENERAL REGULATIONS (cont'd)

1. Undertaking of the Company (cont'd)c. Terms and Conditions

- (1) Except as otherwise provided herein, service is provided and billed on the basis of a minimum period of at least one month, and shall continue to be provided until canceled by the Business Customer, in writing, on not less than 30 days notice, or by the Residential Customer, in writing or oral, on not less than 5 days notice. Unless otherwise specified herein, for the purpose of computing charges in this tariff, a month is considered to have 30 days. All calculations of dates set forth in this tariff shall be based on calendar days, unless otherwise specified herein.
- (2) Customers may be required to enter into written Service Orders which shall contain or reference the name of the Customer, a specific description of the service ordered, the rate to be charged, the duration of the services, and the terms and conditions in this tariff.
- (3) At the expiration of the initial term specified in each Service Order, or in any extension thereof, service shall continue on a month to month basis at the then current rates unless terminated by either party. Any termination shall not relieve Customer of its obligation to pay any charges incurred under the Service Order and this tariff prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the Service Order shall survive such termination.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**RULES AND REGULATIONS**

## C. GENERAL REGULATIONS (cont'd)

1. Undertaking of the Company (cont'd)c. Terms and Conditions (cont'd)

- (4) The Customer has no property right to the telephone number or any other call number designation associated with services furnished by the Company. The Company reserves the right to change such numbers, or the central office designation associated with such numbers, or both, assigned to the Customer, whenever the Company deems it necessary to do so in the conduct of its business.
- (5) The Customer agrees to operate Company-provided equipment in accordance with instructions of the Company or the Company's agent. Failure to do so will void Company liability for interruption of service and may make the Customer responsible for damage to equipment pursuant to section 2.C.1.c.(6) below.
- (6) The Customer agrees to return to the Company all Company-provided equipment delivered to Customer within five (5) days of termination of the service in connection with which the equipment was used. Said equipment shall be in the same condition as when delivered to Customer, normal wear and tear only accepted. Customer shall reimburse the Company, upon demand, for any costs incurred by the Company due to Customer's failure to comply with this provision.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**RULES AND REGULATIONS**

## C. GENERAL REGULATIONS (cont'd)

1. Undertaking of the Company (cont'd)d. Liability of the Company

Because the Customer has exclusive control of its communications over the services furnished by the Company, and because interruptions and errors incident to these services are unavoidable, the services the Company furnishes are subject to the terms, conditions, and limitations specified in this tariff and to such particular terms, conditions, and limitations as set forth in the special regulations applicable to the particular services and facilities furnished under this tariff.

- (1) The liability of the Company for damages arising out of the furnishing of these services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or arising out of the failure to furnish the service, whether caused by acts of commission or omission, shall be limited to the extension of allowances for interruption. The extension of such allowances for interruption shall be the sole remedy of the Customer, authorized user, or joint user and the sole liability of the Company.
- (2) The Company shall not be liable for any failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood or other catastrophes; any law, order, regulation, direction, action, or request of the United States Government, or of any other government, including state and local governments having or claiming jurisdiction over the Company, or of any department, agency commission, bureau, corporation, or other instrumentality of any one or more of these federal, state, or local governments, or any civil or military authority; national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials; or strikes, lock-outs, work stoppages, or other labor difficulties.

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**RULES AND REGULATIONS**

## C. GENERAL REGULATIONS (cont'd)

1. Undertaking of the Company (cont'd)d. Liability of the Company (cont'd)

- (3) The Company shall not be liable for any act or omission of any entity furnishing to the Company or to the Company's customer facilities or equipment used for or with the services the Company offers.
- (4) The Company shall not be liable for any damages or losses due to the fault or negligence of the Customer or due to the failure or malfunction of Customer provided equipment or facilities.
- (5) The Company shall not be liable for the claims of vendors supplying equipment to Customers of the Company which may be installed at premises of the Company nor shall the Company be liable for the performance of said vendor or vendor's equipment.
- (6) The Company does not guarantee nor make any warranty with respect to installations it provides for use in an explosive atmosphere. The Customer indemnifies and holds the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any other party or person(s), and for any loss, damage, or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of any installation so provided.

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**RULES AND REGULATIONS**

## C. GENERAL REGULATIONS (cont'd)

1. Undertaking of the Company (cont'd)d. Liability of the Company (cont'd)

- (7) The Company is not liable for any defacement of or damage to the premises of a Customer (or authorized or joint user) resulting from the furnishing of services or equipment on such premises or the installation or removal thereof, when such defacement or damage is not the result of negligence or willful misconduct on the part of the agents or employees of the Company.
- (8) The Company shall not be liable for any damages resulting from delays in meeting any service dates due to delays resulting from normal construction procedures. Such delays shall include, but not be limited to, delays in obtaining necessary regulatory approvals for construction, delays in obtaining right-of-way approvals and delays in actual construction work.
- (9) The Company shall not be liable for any damages whatsoever to property resulting from the installation, maintenance, repair or removal of equipment and associated wiring unless the damage is caused by the Company's willful misconduct or negligence.
- (10) The Company shall not be liable for any damages whatsoever associated with service, facilities, or equipment which the Company does not furnish or for any act or omission of Customer or any other entity furnishing services, facilities or equipment used for or in conjunction with Company Service.
- (11) The Company shall not incur any liability, direct or indirect, to any person who dials or attempts to dial the digits "9-1-1" or to any other person who may be affected by the dialing of the digits "9-1-1".

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**RULES AND REGULATIONS**

## C. GENERAL REGULATIONS (cont'd)

1. Undertaking of the Company (cont'd)d. Liability of the Company (cont'd)

(12) THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.

e. Notification of Service-Affecting Activities

The Company will provide the Customer reasonable notification of service-affecting activities that may occur in normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventative maintenance. Generally, such activities are not specific to an individual Customer but affect many Customers' services. No specific advance notification period is applicable to all service activities. The Company will work cooperatively with the Customer to determine the reasonable notifications requirements. With some emergency or unplanned service-affecting conditions, such as outage resulting from cable damage, notification to the Customer may not be possible.

f. Provision of Equipment and Facilities

(1) Where construction is required, the Company shall use reasonable efforts to make available services to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with, the regulations contained in this tariff. The Company does not guarantee availability by any such date and shall not be liable for any delays in commencing service to any Customer. Where construction is not required, the Company will provide facilities in accordance with Chapter 63 of the 52 Pennsylvania Code.

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**RULES AND REGULATIONS**

## C. GENERAL REGULATIONS (cont'd)

1. Undertaking of the Company (cont'd)f. Provision of Equipment and Facilities (cont'd)

- (2) The Company shall use reasonable efforts to maintain facilities that it furnishes to the Customer. The Customer may not, nor may the Customer permit others to, rearrange, disconnect, remove, attempt to repair or otherwise interfere with any of the facilities installed by the Company, except upon the written consent of the Company.
- (3) Equipment installed at the Customer Premises for use in connections with the services the Company offers shall not be used for any purpose other than that for which the Company provided it.
- (4) The Company shall not be responsible for the installation, operation, or maintenance of any Customer provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this tariff, the responsibility of the company shall be limited to the furnishing of facilities offered under this tariff and to the maintenance and operation of such facilities. Beyond this responsibility, the Company shall not be responsible for:
  - (a) the transmission of signals by Customer provided equipment or for the quality of, or defects in, such transmission; or
  - (b) the reception of signals by Customer provided equipment; or
  - (c) network control signaling where such signaling is performed by Customer-provided network control signaling equipment.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**RULES AND REGULATIONS**

## C. GENERAL REGULATIONS (cont'd)

1. Undertaking of the Company (cont'd)g. Non-routine Installation

At the Customer's request, installation and/or maintenance may be performed outside the Company's regular business hours or in hazardous locations. In such cases, charges based on cost of the actual labor, material, or other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

h. Ownership of Facilities

Title to all facilities provided in accordance with this tariff remains in the Company, its agents or contractors.

i. Telecommunications Service Priority

The Telecommunications Service Priority System is the regulatory, administrative and operational system authorizing and providing for priority treatment, to provide and restore National Security Emergency Preparedness Telecommunications service. Under the rules of the Telecommunications Service Priority System, the Telephone Company is authorized and required to provide and restore services with Telecommunications Service Priority assignments before services without such assignments. The provision and restoration of Telecommunications Service Priority System services shall be in compliance with Part 64, Appendix A, of the Federal Communications Commission's Rules and Regulations, the guidelines set forth in the Telecommunications Service Priority for National Security Emergency Preparedness Service User Manual and Service Vendor Handbook.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**RULES AND REGULATIONS**

## C. GENERAL REGULATIONS (cont'd)

2. Prohibited Uses

- a. The service the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.
- b. The Company may require a Customer to immediately shut down its transmission of signals if said transmission is causing interference to others.

3. Obligations of the Customera. General

The Customer shall be responsible for:

- (1) the payment of all applicable charges pursuant to this tariff;
- (2) reimbursing the Company for damage to, or loss of, the Company's facilities or equipment caused by the acts or omissions of the Customer; or the noncompliance by the Customer, with these regulations; or by fire or theft or other casualty on the Customer's premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company. The Company will, upon reimbursement for damages, cooperate with the Customer in prosecuting a claim against the person causing such damage and the Customer shall be subrogated to the Company's right of recovery of damages to the extent of such payment.
- (3) providing at no charge, as specified from time to time by the Company, any needed personnel, equipment, space and power to operate Company facilities and equipment installed on the premises of the Customer, and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**RULES AND REGULATIONS**

## C. GENERAL REGULATIONS (cont'd)

3. Obligations of the Customer (cont'd)a. General (cont'd)

- (4) Obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduit necessary for installation of fiber optic cable and associated equipment used to provide local exchange service to the Customer from the cable building entrance or property line to the location of the equipment space described in section 2.C.3.a. (3) above. Any costs associated with obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company-provided facilities, shall be borne entirely by, or may be charged by the Company to, the Customer. The Company may require the Customer to demonstrate its compliance with this section prior to accepting an order for service;
- (5) providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining the Company's facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company's employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g. friable asbestos) prior to any construction or installation work;
- (6) complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of Company facilities and equipment in any Customer premises or the rights-of-way for which Customer is responsible under section 2.C.3.a.(4) above; and granting or obtaining permission for Company agents or employees to enter the premises of the Customer at any time for the purpose of installing,

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**RULES AND REGULATIONS**

## C. GENERAL REGULATIONS (cont'd)

3. Obligations of the Customer (cont'd)a. General (cont'd)

## (6) (cont'd)

inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company;

(7) not creating or allowing to be placed or maintained any liens or other encumbrances on the Company's equipment or facilities;

(8) making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance for interruptions in service will be made for the period during which service is interrupted for such purposes.

b. Claims

With respect to any service or facility provided by the Company, Customer shall indemnify, defend and hold harmless the Company from all claims, actions, damages, liabilities, costs and expenses, including reasonable attorneys' fees for:

(1) any loss, destruction or damage to property of the Company or any third party, or the death of or injury to persons, including, but not limited to, employees or invitees of either the Company or the Customer, to the extent caused by or resulting from the negligent or intentional act or omission of the Customer, its employees, agents, representatives or invitees; or

(2) any claim, loss damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of any third party, arising from any act or omission by the Customer, including, without limitation, use of the Company's services and facilities in a name not contemplated by the agreement between the Customer and the Company.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**RULES AND REGULATIONS**

## C. GENERAL REGULATIONS (cont'd)

4. Customer Equipment and Channelsa. General

A Customer may transmit or receive messages or signals via the facilities of the Company.

b. Station Equipment

(1) The Customer is responsible for providing and maintaining any terminal equipment on the Customer premises. The electric power consumed by such equipment shall be provided by, and maintained at the expense of, the Customer. All such terminal equipment must be registered with the FCC under 47 C.F.R. Part 68 and all wiring must be installed and maintained in compliance with those regulations. The Company will, where practicable, notify the Customer that temporary discontinuance of the use of a service may be required; however, where prior notice is not practicable, nothing contained herein shall be deemed to impair the Company's right to discontinue forthwith the use of a service temporarily if such action is reasonable under the circumstances. In case of such temporary discontinuance, the Customer will be promptly notified and afforded the opportunity to correct the condition which gave rise to the temporary discontinuance. During such period of temporary discontinuance, credit allowance for service interruptions as set forth in section 2.C.7 below, is not applicable.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**RULES AND REGULATIONS**

C. GENERAL REGULATIONS (cont'd)

4. Customer Equipment and Channels (cont'd)

b. Station Equipment (cont'd)

(2) The Customer is responsible for ensuring that Customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to the Company-provided equipment and wiring or injury to the Company's employees or other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense.

c. Interconnection of Facilities

- (1) Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing local exchange service and the channels, facilities, or equipment of others may be provided at the Customer's expense.
- (2) Local Service may be connected to the services or facilities of other communications carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs of the other communications carriers which are applicable to such connections.
- (3) Facilities furnished under this tariff may be connected to Customer provided terminal equipment in accordance with the provisions of this tariff.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**RULES AND REGULATIONS**

C. GENERAL REGULATIONS (cont'd)

4. Customer Equipment and Channels (cont'd)

d. Inspections

- (1) Upon reasonable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in section 2.C.4.d.(2) for the installation, operation, and maintenance of Customer-provided facilities and equipment to Company-owned facilities and equipment. No credit will be allowed for any interruptions occurring during such inspections.
- (2) If the protective requirements for Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within ten days of receiving this notice the customer must take this corrective action and notify the Company of the action taken. If the Customer fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment and personnel from harm. The Company will, upon request 24 hours in advance, provide the Customer with a statement of technical parameters that the Customer's equipment must meet.

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**RULES AND REGULATIONS**

## C. GENERAL REGULATIONS (cont'd)

5. Payment Arrangementsa. Payment for Service

The Customer is responsible for payment of all charges for service and facilities furnished by the Company to the Customer or its Joint or Authorized Users. Objections must be received by the Company within 30 days after statement of account is rendered, or the charges shall be deemed correct and binding upon the Customer.

(1) Taxes: The Customer is responsible for the payment of any sales, use, gross receipts, excise, access or other local, state and federal taxes, charges, user fees, or surcharges (however designated) excluding taxes on the Company's net income imposed on or based upon the provision of Local Exchange Services, all of which shall be separately designated on the Company's invoices. Any taxes imposed by a local jurisdiction (e.g., County and municipal taxes) will only be recovered from those Customers residing in the affected jurisdictions. It shall be the responsibility of the Customer to pay any such taxes that subsequently become applicable retroactively.

b. Billing and Collection of Charges

Bills will be rendered monthly to each Customer.

(1) The Company shall present bills for Recurring Charges monthly to the Customer, in advance of the month for which service is provided. Usage charges will be billed in arrears.

(2) For new customers or existing customers whose service is disconnected, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 days.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**RULES AND REGULATIONS**

C. GENERAL REGULATIONS (cont'd)

5. Payment Arrangements (cont'd)

b. Billing and Collection of Charges (cont'd)

Bills will be rendered monthly to each Customer.

(3) Amounts not paid within 30 days after the date of invoice are considered past due.

(4) A \$15.00 charge will be assessed for checks with insufficient funds or non-existing accounts.

(5) Bills not paid by the due date are subject to a late payment fee of 1.25% for residential customers and 1.5% for business customers per month on the full unpaid and overdue balance of the bill, as calculated only on the overdue portion of the bill. The late payment fee will not include previously accrued late payment fees and will not be assessed against an outstanding security deposit.

(6) In addition to the Late Payment Charge, specified above, a collection fee of \$12.00 will be applied to the accounts of business subscribers with any unpaid balance when the previous month's bill has not been paid in full prior to the next billing date.

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c. Disputed Bills

The Customer shall notify the Company of any disputed items on a bill within 30 days of receipt of the bill. If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the Customer may file a complaint with the Pennsylvania Public Utility Commission in accordance with the Commission's rules of procedure. The Bureau of Consumer Services shall have primary jurisdiction over all Informal Complaints. The address of the PUC's Bureau of Consumer Services is P.O. Box 3265, Harrisburg, PA 17105-3265. The telephone number for the General Complaints Hotline is 1-800-782-1110.

The date of the dispute shall be the date the Customer makes initial contact with the Company informing it of a dispute. The date of the resolution is the date the Company completes its investigation and notifies the Customer of the disposition of the dispute.

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**RULES AND REGULATIONS**

## C. GENERAL REGULATIONS (cont'd)

5. Payment Arrangements (cont'd)d. Advance Payments

To safeguard its interests, the Company may require a Business Customer to make an Advance Payment before services and facilities are furnished. Advance Payment may be required by the Company only for the construction of facilities and furnishing of special equipment or for temporary service for short-term use. The Advance Payment will not exceed an amount equal to the Non-Recurring Charge(s) and three months' charges for the service or facility. In addition, where special construction is involved, the Advance Payment may also include an amount equal to the estimated Non-Recurring Charges for the special construction and Recurring Charges (if any) for a period to be set between the Company and the Customer. The Advance Payment will be credited to the Customer's initial bill. An Advance Payment may be required in addition to a deposit.

e. Deposits

(1) Applicants for service or existing Customer's whose financial condition is not acceptable to the Company, or is not a matter of general knowledge, may be required at any time to provide the Company a security deposit. The deposit requested will be in cash or the equivalent of cash, and will be held as a guarantee for the payment of charges. A deposit does not relieve the Customer of the responsibility for the prompt payment of bills on presentation. The deposit will not exceed an amount equal to two month's charges for a service or facility which has a minimum payment period of one month.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**RULES AND REGULATIONS**

C. GENERAL REGULATIONS (cont'd)

5. Payment Arrangements (cont'd)

e. Deposits (cont'd)

- (2) A deposit may be required in addition to an advance payment.
- (3) When a service or facility is discontinued, the amount of a deposit, if any, will be applied to the Customer's account and any credit balance remaining will be refunded. Before the service or facility is discontinued, the Company may, at its option, return the deposit or credit it to the Customer's account.

(C)

- (4) Interest rates applied to customer deposits held by the Telephone Company are prescribed by the Pennsylvania Public Utility Commission.(C)

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f. Contracts for Service

- (1) Upon acceptance of an application for service, all the applicable provisions in the Company's tariffs lawfully on file become the contract between the Customer and the Company. The Company reserves the right to require applications for service to be made in writing on forms supplied by the Company. Two forms of identification may be required as proof of the identity of an applicant, in which case, applications will be processed after identification has been established.
- (2) Requests for additional service and requests for changes in service, upon acceptance thereof by the Company become a part of the original contract, except that each item of additional service so installed is subject to the appropriate minimum contract period. The acceptance or use of service may be deemed an application for such service and an agreement to pay for it at the rates applicable thereto under the current tariff. Any change in rates or regulations lawfully made, acts as a modification of all contracts to that extent without further notice.
- (3) Except as otherwise provided in other sections of this tariff, service is furnished for a minimum contract term of one month. The Company also reserves the right to refuse service to those applicants who are indebted to the Company for service previously rendered until the indebtedness is satisfied or payment arrangements made.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**RULES AND REGULATIONS**

C. GENERAL REGULATIONS (cont'd)

5. Payment Arrangements (cont'd)

g. Discontinuance of Service

The Company reserves the right to suspend service for nonpayment of bills, in accordance with Commission regulations and Company current billing standards, or for violation of rules and regulations of this tariff, after due notice by the Company. The Company also reserves the right to suspend service to facilities that have apparently been abandoned and to demand payment for such service up to and including date of suspension, provided it has not been notified by the subscriber to discontinue service thereto.

- (1) Upon nonpayment of any amounts owing to the Company, the Company may, by giving requisite prior written notice to the Customer in accordance with Pennsylvania Code section 64.123, discontinue or suspend service without incurring any liability.
- (2) Upon violation of any of the other material terms or conditions for furnishing service the Company may, by giving 30 days' prior notice in writing to the Customer, discontinue or suspend service without incurring any liability if such violation continues during that period.
- (3) Upon condemnation of any material portion of the facilities used by the Company to provide service to a Customer or if a casualty renders all or any material portion of such facilities inoperable beyond feasible repair, the Company, by notice to the Customer, may discontinue or suspend service without incurring any liability.
- (4) Upon the Customer's insolvency, assignment for the benefit of creditors, filing for bankruptcy or reorganization, failing to discharge an involuntary petition within the time permitted by law, or abandonment of service, the Company may, with prior notice to the customer, discontinue or suspend service without incurring any liability.

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**RULES AND REGULATIONS**

## C. GENERAL REGULATIONS (cont'd)

5. Payment Arrangements (cont'd)g. Discontinuance of Service (cont'd)

- (5) Upon any governmental prohibition, or required alteration of the services to be provided or any violation of any applicable law or regulation, the Company may discontinue or suspend service without incurring any liability.
- (6) The Company may discontinue the furnishings of any and/or all service(s) to a Customer, without incurring any liability:
  - (a) The Company may discontinue service pursuant to this subsection if:
    - i) The Customer refuses to furnish information to the Company regarding the Customer's creditworthiness, its past or current use of common carrier communications services or its planned use of service(s); or
    - ii) The Customer provides false information to the Company regarding the Customer's identity, address, creditworthiness, past or current use of common carrier communications services, or its planned use of the Company's service(s); or
    - iii) The Customer has been given ten (10) days written notice by the Company of any past due amount (which remains unpaid in whole or in part) for any of the Company's other common carrier communications services to which the Customer either subscribes or had subscribed or used; or
    - iv) The Customer uses, or attempts to use, service with the intent to avoid the payment, either in whole or in part, of the tariffed charges for the service by:

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**RULES AND REGULATIONS**

## C. GENERAL REGULATIONS (cont'd)

5. Payment Arrangements (cont'd)g. Discontinuance of Service (cont'd)

## (6) (cont'd)

- a) Using or attempting to use service by rearranging, tampering with, or making connections to the Company's service not authorized by this tariff; or
- b) Using tricks, schemes, false or invalid numbers, false credit devices, electronic devices; or
- c) Any other fraudulent means or devices.

- v) Use of service in such a manner as to interfere with the service of other users; or
- vi) Use of service for unlawful purposes.

- (b) Upon written notice to the Customer of any sum thirty (30) days past due;
- (c) Upon ten (10) days written notice to the Customer, after failure of the Customer to comply with a request made by the Company for security for the payment of service in accordance with section 2.C.5.e. (Deposits);
- (d) Ten (10) days after sending the Customer written notice of noncompliance with any provision of this tariff if the noncompliance is not corrected within that (10) day period; and
- (e) Upon seven (7) days written notice, excluding Sundays and holidays, the Company may suspend service without incurring any liability for nonpayment of a bill. After seven days, the Company must provide ten days' written notice for discontinuance of service.

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**RULES AND REGULATIONS**

## C. GENERAL REGULATIONS (cont'd)

5. Payment Arrangements (cont'd)g. Discontinuance of Service (cont'd)

(7) The suspension or discontinuance of service(s) by the Company pursuant to this section does not relieve the Customer of any obligation to pay the Company for charges due and owing for service(s) furnished during the time of or up to suspension or discontinuance.

(8) Upon the Company's discontinuance of service to the Customer under sections 2.C.5.g. (1) or 2.C.5.g. (2), all applicable charges, including termination charges, shall become due. This is in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of this tariff.

6. Cancellation for Cause

Service is furnished subject to the condition that it will not be used for an unlawful purpose. Service will not be furnished if any law enforcement agency, acting within its jurisdiction, advises that such service is being used or will be used in violation of law, or if the Company receives other evidence that such service is being or will be so used. As provided for in Chapter 64 of the Pennsylvania Code regarding unauthorized use of utility service — which includes fraud and tampering with utility equipment — the Company may terminate without advance notice any service which is used in such a manner as to threaten the safety of a person or the integrity of the service delivery system of the Company, interfere with the service of others or that is used for any purpose other than a means of communication.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**RULES AND REGULATIONS**

## C. GENERAL REGULATIONS (cont'd)

7. Allowances for Interruptions of Servicea. Credit for Interruptions

When main service is interrupted for a period of at least 24 hours, the Company, after notice by the customer, shall apply the following schedule of allowances except in situations provided for as follows:

- (1) One-thirtieth of the tariff monthly rate of all services and facilities furnished by the company rendered inoperative, useless or substantially impaired for each of the first three full 24-hour periods during which the interruption continues after notice by the customer to the company if the out-of-service extends beyond a minimum of 24 hours.
- (2) Two-thirtieths of the tariff monthly rate for each full 24-hour period beyond the first three 24-hour periods referred to in paragraph (1), above. However, in no instance shall the allowance for the out-of-service period exceed the total charges in a billing period for the service and facilities furnished by the company rendered useless or impaired.

When service is interrupted for a period of at least 24 hours due to storms, fires, floods or other conditions beyond the control of the company, an allowance of 1/30 of the tariff monthly rate for all services and facilities furnished by the Company rendered inoperative or substantially impaired shall apply for each full 24 hours during which the interruption continues after notice by the Customer to the Company.

The allowances described in this section are not applicable when service is interrupted by the negligence or willful act of the Customer to service or where the Company, under the terms of the contract for service, suspends or terminates service for nonpayment of charges, or for unlawful or improper use of the facilities or service, or for another reason provided for in the filed and effective tariff.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**RULES AND REGULATIONS**

## C. GENERAL REGULATIONS (cont'd)

7. Allowances for Interruptions of Service (cont'd)b. Use of Alternative Service Provided by the Company

Should the Customer elect to use an alternative service provided by the Company during the period that a service is interrupted, the Customer must pay the tariffed rates and charges for the alternative service used.

8. Cancellation of Servicea. Cancellation of Application for Service

- (1) Where the Customer cancels an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.
- (2) Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs the Company incurred, less salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of service ordered.
- (3) The special charges described in section 2.C.8.a. (2) above, will be calculated and applied on a case-by-case basis.

b. Cancellation of Service by the Customer

If a Customer cancels a Service Order or terminates services before the completion of the term for any reason whatsoever other than a service interruption (as defined in section 2.C.7.a. above), Customer agrees to pay to Company all Recurring Charges specified in the applicable Service Order tariff for the balance of the then current term which shall become due and owing as of the effective date of the cancellation or termination and be payable within the period set forth in 2.C.5.b.

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**RULES AND REGULATIONS**

## C. GENERAL REGULATIONS (cont'd)

9. Transfers and Assignments

Neither the Company nor the Customer may assign or transfer its rights or duties in connection with the services and facilities provided by the Company without the written consent of the other party, except that the Company may assign its rights and duties (a) to any subsidiary, parent company or affiliate of the Company; (b) pursuant to any sale or transfer of substantially all the assets of the Company; or (c) pursuant to any financing, merger or reorganization of the Company.

10. Notices and Communications

- a. The Customer shall designate on the Service Order an address to which the Company shall mail or deliver all notices and other communications, except that Customer may also designate a separate address to which the Company's bills for service shall be mailed.
- b. The Company shall designate on the Service Order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate a separate address on each bill for service to which the Customer shall mail payment on that bill.
- c. All notices or other communications required to be given pursuant to this tariff will be in writing, except that the Customer may provide oral or written notice for discontinuance of service. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following deposit of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.
- d. The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**RULES AND REGULATIONS**

## C. GENERAL REGULATIONS (cont'd)

11. Establishment and Furnishing of Service

## a. Telephone Directories

The Company shall provide a single directory listing, termed the primary listing, in the telephone directory published by the local exchange provider in the Customer's exchange area of the Station number which is designated as the Customer's main billing number. Directory listing of additional Company Station numbers, other than the Customer's main billing number, associated with a Customer's service will be provided for an additional monthly recurring charge per listing.

## b. Directory Errors and Omissions

The Company's liability arising from errors or omissions in its directories or in accepting listings presented by customers or prospective customers shall be limited to resulting impairment of the Customer's service and the Company may discharge such liability by an abatement or refund of an amount not exceeding the directory or listing charge for the service during the period covered by the directory in which the error or omission occurs. The Company will not be a party to controversies arising between customer or others as a result of listings published in its directories.

## c. Telephone Numbers

The area code, or codes, central office designation, or designations, or line number, or numbers, or all of them, to be associated with a Customer's telephone service shall be determined by the Company; and the Company reserves the right to change such codes, designations, or numbers, or all of them, associated with a Customer's telephone service as the conduct of the business may require. The Customer has no proprietary right in any area code, central office designation, or line number.

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COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**RULES AND REGULATIONS**

## C. GENERAL REGULATIONS (cont'd)

11. Establishment and Furnishing of Service (cont'd.)

## d. Overtime Work

When, at the subscriber's request, work is performed at other than regular business hours of the Company, an extra charge for such work will be applied to compensate for the current overtime wage rates.

## e. Standby Workmen

In situations such as sporting events, one-time entertainment events, etc. where the Customer requests that "standby workmen" be provided to safeguard the continuity of service, the entire cost of providing those "standby workmen" may be billed to the Customer, regardless of whether such "standby workmen" were provided during regular or overtime working hours.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**LOCAL EXCHANGE SERVICE****A. EXCHANGE AREA SERVICE**

The Company provides Local Exchange Service in selected exchanges, detailed herein, of incumbent local exchange carriers Verizon Pennsylvania Inc., Verizon North Inc., and United Telephone Company d/b/a Embarq. As technical and/or economic feasibility allows, this section will be modified to reflect additional areas in which the Company will offer local exchange service.

Exchange Areas and boundaries will be the same as the incumbent local exchange carrier's. The Company concurs in the incumbent local exchange areas listed in each company's applicable local exchange tariff. The provision of local exchange telecommunications service is subject to the existing regulations, terms and conditions in this tariff. The provision of service will be subject to the availability of appropriate facilities and local telecommunications service in the exchange service area. The Company's Local Exchange Service will be provisioned on an on-net or off-net basis.

The Company's Local Telephone Service provides a Customer with the ability to:

- place or receive calls to any calling station physically located in the local calling area, as defined herein;
- access enhanced 911 Emergency Service where available;
- access the interexchange carrier selected by the Customer for interLATA, intraLATA, interstate or international calling;
- access Operator Services;
- access Directory Assistance;
- place or receive calls to toll-free numbers, such as, 800/888 telephone numbers;
- access Telecommunication Relay Service;
- place calls to Pay-Per-Call, such as, 900/976/556 telephone numbers.

Calls placed to any calling station physically outside a local calling area will be treated as a toll call.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**LOCAL EXCHANGE SERVICE**

B. **DIAL TONE LINE RATE BAND CLASSIFICATIONS**

For the purposes of determining an Exchange Area Dial Tone Line monthly rate, the Exchange Areas are classified into one of two Rate Bands.

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## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**LOCAL EXCHANGE SERVICE**C. **LOCAL CALLING AREAS**

Exchanges and zones included in the local calling areas are specified below. NXX's associated with each particular exchange or zone may be found in the telephone directory published by the incumbent local exchange provider in the Customer's exchange area.

<u>Exchanges</u>	<u>Rate Band</u>	<u>Local Calling Areas</u>
Altoona	2	Altoona Bellwood Cresson  Hollidaysburg Tyrone
Annville	2	Annville Hershey Jonestown  Lebanon Mount Gretna Palmyra

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**LOCAL EXCHANGE SERVICE**C. LOCAL CALLING AREAS (cont'd)ExchangesRate BandLocal Calling Areas

Bellefonte

2

Bellefonte  
Boalsburg  
Centre Hall  
HowardSnow Shoe  
Spring Mills  
State College  
Zion

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**LOCAL EXCHANGE SERVICE**C. LOCAL CALLING AREAS (cont'd)

<u>Exchanges</u>	<u>Rate Band</u>	<u>Local Calling Areas</u>
Bloomsburg	2	Berwick Bloomsburg Catawissa Danville
Boalsburg	2	Bellefonte Boalsburg Centre Hall

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**LOCAL EXCHANGE SERVICE**C. LOCAL CALLING AREAS (cont'd)

<u>Exchanges</u>	<u>Rate Band</u>	<u>Local Calling Areas</u>
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Carlisle	2	Carlisle Mount Holly Springs	Newville
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COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**LOCAL EXCHANGE SERVICE**C. LOCAL CALLING AREAS (cont'd)ExchangesRate BandLocal Calling Areas

Collegeville	2	Center Point Collegeville Green Lane Harleysville Lansdale North Wales Phila. Subn. Zone 29	Phila Subn. Zone 30 Phila. Subn. Zone 31 Phoenixville Pottstown Royersford Schwenksville Souderton
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## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**LOCAL EXCHANGE SERVICE**C. LOCAL CALLING AREAS (cont'd)

	<u>Exchanges</u>	<u>Rate Band</u>	<u>Local Calling Areas</u>
Danville	2	Bloomsburg Catawissa Danville Elysburg	Northumberland Sunbury Washingtonville
Dillsburg	2	Dillsburg Dover	Harrisburg Zone 1 Mechanicsburg

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**LOCAL EXCHANGE SERVICE**C. LOCAL CALLING AREAS (cont'd)

<u>Exchanges</u>	<u>Rate Band</u>	<u>Local Calling Areas</u>
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Dubois	2	Brockway Dubois Luthersburg	Penfield Reynoldsville Skyesville
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## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**LOCAL EXCHANGE SERVICE**C. LOCAL CALLING AREAS (cont'd)

<u>Exchanges</u>	<u>Rate Band</u>	<u>Local Calling Areas</u>
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Elizabethtown	1	Columbia Elizabethtown Hershey Lancaster	Landisville Marietta Middletown Mount Joy
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COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**LOCAL EXCHANGE SERVICE**C. LOCAL CALLING AREAS (cont'd)

<u>Exchanges</u>	<u>Rate Band</u>	<u>Local Calling Areas</u>
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Fleetwood	2	Fleetwood Kutztown Leesport	Oley Reading Topton
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## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**LOCAL EXCHANGE SERVICE**C. LOCAL CALLING AREAS (cont'd)ExchangesRate BandLocal Calling Areas

Glenmoore

2

Chester Springs  
Coatesville  
Downingtown  
Eagle  
Exton  
Green HillsGlenmoore  
Honey Brook  
Morgantown  
Parkesburg  
Pughtown  
West Chester

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

LOCAL EXCHANGE SERVICEC. LOCAL CALLING AREAS (cont'd)

<u>Exchanges</u>	<u>Rate Band</u>	<u>Local Calling Areas</u>	
Halifax	2	Dauphin Elizabethville Halifax	Harrisburg Zone 1 Millersburg
Hamburg	2	Hamburg Kempton	Leesport Reading
Harrisburg Zone 1	1	Dauphin Halifax Harrisburg City Zone 1 Harrisburg City Zone 2 Hershey Hummelstown	Lewisberry Marysville Mechanicsburg Middletown Shellsburg
Harrisburg Zone 2	1	Harrisburg Zone 1 Harrisburg Zone 2 Hershey	Hummelstown Middletown

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

LOCAL EXCHANGE SERVICEC. LOCAL CALLING AREAS (cont'd)

<u>Exchanges</u>	<u>Rate Band</u>	<u>Local Calling Areas</u>	
Hershey	2	Annville Elizabethtown Harrisburg Zone 1 Harrisburg Zone 2 Hershey	Hummelstown Lebanon Middletown Palmyra Shellsburg Steelton
Hollidaysburg	2	Altoona Cresson	Hollidaysburg
Honey Brook	2	Coatesville Downington Glenmoore Green Hills	Hummelstown Honey Brook Morgantown Parkesburg
Hummelstown	2	Harrisburg Zone 1 Harrisburg Zone 2 Hershey Hummelstown	Middletown Palmyra Shellsburg

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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LOCAL EXCHANGE SERVICEC. LOCAL CALLING AREAS (cont'd)

<u>Exchanges</u>	<u>Rate Band</u>	<u>Local Calling Areas</u>
Jersey Shore	2	Avis Jersey Shore Lock Haven Oval Williamsport Woolrich

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

LOCAL EXCHANGE SERVICEC. LOCAL CALLING AREAS (cont'd)

<u>Exchanges</u>	<u>Rate Band</u>	<u>Local Calling Areas</u>	
Kingston	2	Center Moreland Dallas Harveys Lake Kingston Mountaintop Nanticoke	Pittston Plymouth Trucksburg Wilkes-Barre Wyoming
Kutztown	2	Allentown Fleetwood Kempton	Kutztown Reading Topton
Lake Ariel	2	Hamlin Honesdale Lake Ariel Newfoundland	Olyphant Scranton South Canaan Wallenpaupack Waymart
Lancaster	1	Intercourse Lancaster Landisville Leola Lititz Manheim	Millersville Mount Joy Mountville New Holland Quarryville Rawlinsville Strasburg

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

LOCAL EXCHANGE SERVICEC. LOCAL CALLING AREAS (cont'd)

<u>Exchanges</u>	<u>Rate Band</u>	<u>Local Calling Areas</u>
Landisville	2	Lancaster Landisville Lititz Manheim
Lebanon	1	Annville Frystown Hershey Jonestown Lebanon

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**LOCAL EXCHANGE SERVICE**

C. LOCAL CALLING AREAS (cont'd)

Exchanges

Rate Band

Local Calling Areas

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

LOCAL EXCHANGE SERVICEC. LOCAL CALLING AREAS (cont'd)

<u>Exchanges</u>	<u>Rate Band</u>	<u>Local Calling Areas</u>
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Middletown	2	Elizabethtown Harrisburg Zone 1 Harrisburg Zone 2	Hershey Hummelstown Middletown
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Millersville	2	Lancaster Landisville Millersville	Mountville Strasburg
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Milton	2	Lewisburg Mifflinburg Milton Northumberland	Sunbury Washingtonville Watsontown
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COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**LOCAL EXCHANGE SERVICE**

C. **LOCAL CALLING AREAS** (cont'd)

Exchanges

Rate Band

Local Calling Areas

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**LOCAL EXCHANGE SERVICE**

C. **LOCAL CALLING AREAS** (cont'd)

Exchanges

Rate Band

Local Calling Areas

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**LOCAL EXCHANGE SERVICE**

C. **LOCAL CALLING AREAS** (cont'd)

Exchanges

Rate Band

Local Calling Areas

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**LOCAL EXCHANGE SERVICE**C. LOCAL CALLING AREAS (cont'd)

	<u>Exchanges</u>	<u>Rate Band</u>	<u>Local Calling Areas</u>
Palmyra	2		Annville Harrisburg Zone 1 Hershey Hummelstown Lebanon Mount Gretna Palmyra

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**LOCAL EXCHANGE SERVICE**C. LOCAL CALLING AREAS (cont'd)

<u>Exchanges</u>	<u>Rate Band</u>	<u>Local Calling Areas</u>
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Pennsburg	2	Bally Green Lane Pennsburg Perkasie	Quakertown Sassamansville Souderton
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COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**LOCAL EXCHANGE SERVICE**

C. **LOCAL CALLING AREAS** (cont'd)

Exchanges

Rate Band

Local Calling Areas

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**LOCAL EXCHANGE SERVICE**

C. **LOCAL CALLING AREAS** (cont'd)

Exchanges

Rate Band

Local Calling Areas

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**LOCAL EXCHANGE SERVICE**

C. **LOCAL CALLING AREAS** (cont'd)

Exchanges

Rate Band

Local Calling Areas

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**LOCAL EXCHANGE SERVICE**

C. LOCAL CALLING AREAS (cont'd)

Exchanges

Rate Band

Local Calling Areas

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

LOCAL EXCHANGE SERVICEC. LOCAL CALLING AREAS (cont'd)

<u>Exchanges</u>	<u>Rate Band</u>	<u>Local Calling Areas</u>
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Pottstown	1	Boyertown Collegeville Douglassville Phoenixville Pottstown	Pughtown Royersford Sassamansville Schwenksville
Pottsville	2	Auburn Frackville Friedensburg Minersville New Philadelphia	Orwigsburg Pottsville Saint Clair Schuylkill Haven Tamaqua
Pughtown	2	Chester Springs Downington Eagle Exton Glenmoore Green Hills	Morgantown Phoenixville Pottstown Pughtown Royersford

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**LOCAL EXCHANGE SERVICE**C. LOCAL CALLING AREAS (cont'd)

<u>Exchanges</u>	<u>Rate Band</u>	<u>Local Calling Areas</u>
Reading	1	Adamstown Bernville Birdsboro Fleetwood Green Hills Hamburg Kutztown Leesport
Red Lion	2	Brogue Loganville
		Morgantown Oley Reading Robesonia Topton Womelsdorf Yellow House
		Red Lion York Wrightsville

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COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF  
**LOCAL EXCHANGE SERVICE**

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C. LOCAL CALLING AREAS (cont'd)ExchangesRate BandLocal Calling Areas

Schwenksville	2	Center Point Collegeville Green Lane Harleysville Lansdale Perkasie	Phila. Subn. Zone 30 Pottstown Royersford Sassamansville Schwenksville Souderton
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## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**LOCAL EXCHANGE SERVICE**C. LOCAL CALLING AREAS (cont'd)

<u>Exchanges</u>	<u>Rate Band</u>	<u>Local Calling Areas</u>
Shamokin	2	Elysburg Kulpmont Mount Carmel
		Shamokin Sunbury Trevorton

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**LOCAL EXCHANGE SERVICE**C. LOCAL CALLING AREAS (cont'd)ExchangesRate BandLocal Calling Areas

State College

1

Bellefonte  
Boalsburg  
Centre HallPort Matilda  
Spring Mills  
State College

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**LOCAL EXCHANGE SERVICE**

C. **LOCAL CALLING AREAS** (cont'd)

Exchanges

Rate Band

Local Calling Areas

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

LOCAL EXCHANGE SERVICEC. LOCAL CALLING AREAS (cont'd)

<u>Exchanges</u>	<u>Rate Band</u>	<u>Local Calling Areas</u>
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Washingtonville	2	Bloomsburg Danville Millville	Milton Turbotville Washingtonville
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Wilkes-Barre	2	Center Moreland Dallas Harveys Lake Kingston Mountaintop Nanticoke	Nuangola Pittston Plymouth Trucksville Wilkes-Barre Wyoming
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## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

LOCAL EXCHANGE SERVICEC. LOCAL CALLING AREAS (cont'd)

<u>Exchanges</u>	<u>Rate Band</u>	<u>Local Calling Areas</u>
Williamsport	2	Jersey Shore Loyalsock Oval
		Trout Run Williamsport

All other Verizon Pennsylvania, Inc., Verizon North Inc., and United Telephone Company d/b/a Embarq exchanges	2
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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**

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**LOCAL EXCHANGE SERVICE****D. NETWORK ACCESS LINE**

A Network Access Line provides the Customer with a single, voice-grade communications channel with touch-tone dialing. Each Network Access Line will include a telephone number.

**E. LOCAL EXCHANGE SERVICE**

A customer's local exchange service rate is based on the Local Exchange Service Offering chosen by the customer and the customer's Exchange area Rate Band. Each exchange falls in Rate Band 1 or 2.

**F. LOCAL EXCHANGE SERVICE RATES**

Local Exchange Service rates consist of a monthly charge, a per call charge and a call allowance, if applicable. Call allowances are applied toward usage charges which accumulate as set forth in G.3 and H. 3 following. No credit is given for any unused allowance during a billing month nor is any unused allowance accumulated and/or carried forward over billing months.

**G. RESIDENCE SERVICE OFFERINGS**

1. Basic Local Service Option Package – Provides the Customer with unlimited calling to those exchanges identified in the Local Calling Area of the customer's exchange.

2. Plus Local Service Option Package<sup>1</sup> – Provides the Customer with unlimited calling to those exchanges identified in the Local Calling Area of the customer's exchange. Additionally, this service includes the following features at no additional charge.

- Call Forwarding
- Call Waiting
- Caller ID Deluxe
- Distinctive Ringing
- Terminating Call Management
- Return Call
- Three Way Calling

<sup>1</sup> Effective July 1, 2007 the Plus Local Service Option Package is offered on a grandfathered basis only. Service is not offered for new installations or upon any customer initiated moves or rearrangements of existing service on or after July 1, 2007.

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**LOCAL EXCHANGE SERVICE**G. RESIDENCE SERVICE OFFERINGS (cont'd)3. Rates – Monthly Recurring

	<u>Rate Band</u>	<u>Monthly Charge</u>	<u>Per Call Charge</u>	<u>Call Allowance</u>
Basic Local Service Option Package	1	\$20.00	N/A	N/A
Basic Local Service Option Package	2	\$31.00	N/A	N/A
Plus Local Service Option Package <sup>1</sup>	1	\$29.45	N/A	N/A
Plus Local Service Option Package <sup>1</sup>	2	\$41.59	N/A	N/A

H. BUSINESS SERVICE OFFERINGS

1. Local Service Advantage – Provides the Customer with measured service calling to those exchanges identified in the Local Calling Area of the customer's exchange.
2. Local Service ValuPak – Provides the Customer with measured service calling to those exchanges identified in the Local Calling Area of the customer's exchange. The Customer receives a call allowance toward outgoing local calling charges.

3. Rates – Monthly Recurring\*

	<u>Rate Band</u>	<u>Monthly Charge</u>	<u>Per Call Charge</u>	<u>Call Allowance</u>
Local Service Advantage	1	\$31.00	\$0.07	N/A
Local Service Advantage	2	\$36.00	\$0.07	N/A
Local Service ValuPak	1	\$38.00	\$0.07	\$18.00
Local Service ValuPak	2	\$47.00	\$0.07	\$18.00

\* Longer-term agreements at discounted rates are available.

<sup>1</sup> Effective July 1, 2007 the Plus Local Service Option Package is offered on a grandfathered basis only. Service is not offered for new installations or upon any customer initiated moves or rearrangements of existing service on or after July 1, 2007.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**LOCAL EXCHANGE SERVICE**

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[Reserved for Future Use]

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**LOCAL EXCHANGE SERVICE**I. **DIRECT INWARD DIALING (DID) SERVICE**1. **Description**

- a. This service permits incoming dialed calls from the exchange network to reach a specific station line without the assistance of an attendant through the use of a seven-digit number.
- b. DID service requires special central office equipment and is furnished only where facilities permit.
- c. This service is normally provided from the central office which serves the Customer's location, if that central office is equipped with the necessary facilities and telephone numbers can be made available. DID service is furnished with compatible systems.
- d. The monthly and non-recurring charges specified are in addition to the rates shown elsewhere in this Tariff for associated services.
- e. The regulations governing the provision of telephone numbers in connection with Direct Inward Dialing are:
  - (1) Additional numbers are furnished in groups of twenty (20) and by individual number. Whenever possible, the Company will provide telephone numbers arranged consecutively in a group, but will not guarantee nor accept responsibility for providing such an arrangement.
  - (2) The Company accepts no responsibility for reserving telephone numbers to be used at some future time. Should the provision of additional service necessitate telephone number changes, Tariff charges specified elsewhere in this Tariff applies.
  - (3) Where DID is furnished on more than one group of incoming dial tone lines, each such group shall be considered as a separate service and charged accordingly, and the service must be provided on all dial tone lines in a dial tone line group. A dial tone line group is any quantity of central office lines bearing the same central office code.
  - (4) Where DID is furnished and all numbers in a group have not been connected for service, the Customer shall be responsible for providing interception of calls to vacant or nonworking assigned station lines or telephone numbers by means of attendant intercept or recorded announcement service.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**LOCAL EXCHANGE SERVICE**

I. DIRECT INWARD DIALING (DID) SERVICE (cont'd)

2. Rates

	***	***
	<u>Nonrecurring Charge</u>	<u>Monthly Charge</u>
Group of 20 DID numbers	\$25.00	\$ 5.00
Additional Individual DID Numbers (per Number)	\$20.00	\$ 3.00
DID trunk termination, each	\$65.00	\$35.00
Suspension of Service – Restoral Charge*	\$26.50	\$0.00
****	***	***

\*Applies for trunk restoral after a customer-initiated suspension.

\*\*\*\*

J. REMOTE CALL FORWARDING

1. Description

Remote Call Forwarding (RCF) is a special service whereby a call to a telephone number in one exchange is automatically forwarded by the Company central office equipment to another telephone number in the same or different exchange. One RCF path is required for each call simultaneously forwarded. This service is offered only where the terminating telephone number can be dialed direct via the public switched network. If Remote Call Forwarding calls are forwarded to a number outside the local calling area, toll rates apply to the forwarded portion of the call and are billed to the Remote Call Forwarding customer. Rates and regulations of this Tariff apply to Remote Call Forwarding service.

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**LOCAL EXCHANGE SERVICE**J. **REMOTE CALL FORWARDING** (cont'd)2. **Rates**

	<b>Nonrecurring Charge</b>	<b>Monthly Charge</b>
Remote Call Forwarding, Per access path	***	\$16.00
To change the number associated with the RCF Access Path	\$45.00	****
To change the number to which calls are forwarded	\$45.00	****

\*\*\* The line connection charge applies, as specified in Section 4 of this Tariff

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**LOCAL EXCHANGE SERVICE**K. **CENTREX SERVICE**

1. **General**
  - a. Centrex is a central office communications service which provides the Customer with multiple individual voice-grade telephone communications channels, each of which can be used to place or receive one call at a time. Centrex Station Lines are provided for connection of Centrex-compatible station sets to the public switched telecommunications network. Centrex Service standard and optional features are described in this Tariff.
  - b. Centrex may be provided in association with lines terminating on common control equipment.
  - c. Centrex is offered as a customer option and may be provided subject to the availability of facilities and equipment as determined by the Company.
  - d. Other special features not included in the feature packages and/or customer-specific offerings may be provided at the discretion of the Company.
  - e. The minimum contract period for Centrex services provided under this Tariff shall be one year.
  - f. Per call blocking and per line blocking will be provided to Centrex customers at no additional charge.
  - g. Service connection charges apply pursuant to this Tariff.
  - h. Unlimited local calling is provided to those exchanges identified in the Local Exchange Service portion of this tariff.
  - i. Customers who request split billing of their Centrex Service will have each individual billing number treated separately, i.e., the station count will be restarted on each separate bill.

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**LOCAL EXCHANGE SERVICE**K. CENTREX SERVICE (cont'd)2. Rates – Monthly Recurring\*

	<u>Rate Band</u>	<u>Monthly Charge</u>	<u>Per Call Charge</u>	<u>Call Allowance</u>
Local Service Advantage Centrex	1	\$35.50	\$0.07	N/A
Local Service Advantage Centrex	2	\$44.00	\$0.07	N/A
Local Service ValuPak Centrex	1	\$40.50	\$0.07	\$18.00
Local Service ValuPak Centrex	2	\$60.00	\$0.07	\$18.00

\* \* \* \*

a. Non-recurring Charge

\$32.00 per Centrex Access Line

\* Longer-term agreements at discounted rates are available.

\* \* \* \*

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**LOCAL EXCHANGE SERVICE**K. CENTREX SERVICE (cont'd)3. Standard Features - Each line is provided with the following standard features:

Automatic Line	Distinctive Ringing
Call Forwarding-Busy line	Group Speed Call
Call Forwarding-Don't answer	Hunt Groups
Call Forward-Remote Activation	Intergroup Calling
Call Forwarding-Variable	Last Number Redial
Call Park	Music on Hold
Call Park Recall Timer	Night Service
Call Pickup	Off-Premise Extension
Call Transfer	Paging Access
Call Waiting	Permanent Hold
Caller ID	Push Button Dialing
Code Call Access	Ring Again
Conference-3-way	Speed Calling
Consultation Hold	Station to Station Calling
Directed Call Park	Terminating Line Select
Direct Inward Dial	Toll Restriction
Direct Outward Dial	

4. Digital Set Features - Each Centrex line is provided with the following standard business set features:

Automatic Answer	Make Set Busy
Automatic Dial	Multiple Number Appearance
Automatic Line	Music on Hold
Call Park	Name Display (Internal)
Call Park Recall Timer	On-Hook Dialing
Call Pickup	Query Time/Date
Call Waiting	Reason Display
Conference-3-way	Ring Again
Distinctive Ringing (internal)	Set-Last Number Redial
Feature Code Access	Speed Calling
Forwarding	Transfer
Group Intercom	
Individual Page	
Intercom	

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**LOCAL EXCHANGE SERVICE**K. CENTREX SERVICE (cont'd)

5. Optional Features - A Customer may order these optional features at the specified rate:

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	<u>Monthly Charge</u>	<u>Nonrecurring Charge*</u>
Automatic Call Distribution	\$2.00/line	\$50.00/group
Basic Mini-Console Service	\$40.00/group	\$50.00/group
Caller ID Deluxe	\$3.50/line	\$10.00/line
Conference 6	\$1.00/line	\$10.00/line
Enhanced Three Way Calling	\$8.00/bridge	\$10.00/bridge
Extended Area Centrex	\$5.00/line	\$10.00/line
Foreign Exchange, WATS, Tie Line &		
Digital High Capacity	\$25.00/line	\$50.00/line
Meet Me Conference	\$8.00/bridge	\$10.00/bridge
Multiple Appearance Directory Number	\$1.00/line	\$10.00/line
Speed Call Long Individual List	\$2.00/line	\$10.00/line
Uniform Call Distribution	\$1.00/line	\$50.00/group
Authorization Codes	N/A	\$10.00/group
Automatic Route Selection	N/A	\$10.00/group
Call Back Queuing	N/A	\$10.00/group
Code Restrictions	N/A	\$15.00/group
Executive Busy Override	N/A	\$10.00/group
Multi-Line Call Forwarding	N/A	\$10.00/group
Off-Hook Queuing	N/A	\$10.00/group
Trunk Answer From any Station	N/A	\$22.00/group
Virtual Facility Group	N/A	\$25.00/group

\* This nonrecurring charge does not apply when a Line Connection Charge is incurred.

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**LOCAL EXCHANGE SERVICE**K. CENTREX SERVICE (cont'd)6. Changes to the Centrex Software

An initial grace period will be in effect for thirty (30) days after cutover of the Centrex system. During the grace period, non-recurring charges will be waived for any programming changes.

Free changes allowed after the initial grace period (allowances renew with the cutover anniversary date).

<u>Size of Account</u>	<u>Number of free changes allowed annually</u>
2 - 25 Access Lines	8
26 - 50 Access Lines	14
over 51 Access Lines	18

7. Feature Processing Charge

A feature process charge applies for each service order required to execute a centrex software change.

Cost per change:	\$ 8.00
Minimum Charge:	\$48.00

Changes included in the feature processing charge:

- Changes in telephone numbers.
- Changes from one pattern of restriction to another.
- Change unrestricted to restricted or vice versa.
- Change in hunting arrangements.
- Adding features.
- Deleting features.
- Changing features.
- Any combination thereof when the work is performed at the same time on the same line.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**LOCAL EXCHANGE SERVICE**K. CENTREX SERVICE (cont'd)8. Termination Charges

When a Centrex system is disconnected or moved to a location in a different exchange within the contract period, termination charges will apply, as follows:

- o Fifty percent (50%) of the Centrex Service monthly rates in effect at the time the system is disconnected or moved are used to compute the termination charges due for the remainder of the contract period.

When a Centrex system is moved to a location within the same exchange within the contract period, the following options apply:

- o The contract may be terminated, with applicable termination charges as specified in the paragraph above; or
- o The contract may remain in effect, with the payment of associated relocation costs, as determined by the Telephone Company.

When the number of access lines are increased within a contract period, the additional station lines will be included in the original contract date and will be subject to the same contract termination charges.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**LOCAL EXCHANGE SERVICE**L. **ISDN BRI (INTEGRATED SERVICES DIGITAL NETWORK - BASIC RATE INTERFACE)**1. **General Description**

Individual Line Basic Rate Interface (BRI) Service is a stand-alone service arrangement that uses the ISDN architecture to provide the customer with the capabilities of simultaneous access, transmission and switching of voice, data and imaging services via channelized transport. Customers subscribing to Individual Line BRI must comply with ISDN Basic Rate Network Interface specifications as specified by the Company. The ISDN Basic Rate Interface is comprised of a limited set of standard user-network interfaces. The BRI customer premises equipment (CPE) located at the customer premise must be compatible with the network interface.

The BRI ISDN arrangement provides two communications channels between a telephone (or computer, facsimile or other equipment) and the digital central office. These channels are called Bearer, or B Channels. Another channel, called the Delta or D Channel, is used for signaling purposes. The complete BRI ISDN line is known as 2B + D.

**B Channel** - The B Channel is a bi-directional synchronous channel capable of supporting digital transmission speeds of up to 64 kilobits per second (kbps). Some serving central offices may be limited to speeds of 56 kbps. ISDN interconnection to or through non-ISDN equipped central offices will be sub-rated to 56 kbps per channel. Each B Channel may be configured in one of the following ways:

**Circuit-Switched Voice** - Allows the user to originate and receive only voice calls over a single circuit-switched B Channel,

**Circuit-Switched Data** - Allows the user to originate and receive only data calls over a single circuit-switched B Channel,

**Alternate Circuit-Switched Voice/Data** - Allows the user to originate and receive either voice calls or data calls over a single circuit-switched B Channel, but not simultaneously.

**D Channel** - The D channel is a 16 kbps digital signaling channel that carries signaling and control for the B Channels.

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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LOCAL EXCHANGE SERVICEL. ISDN BRI (cont'd)2. Directory Numbers

- a. **Primary Directory Number** - Each B Channel includes a single primary telephone directory number. On a given 2B+D ISDN line, calls are routed to the appropriate terminal device (voice telephone or computer/data terminal) based on the type of call (voice or data) presented to the Advanced Digital Services.
- b. **Secondary Directory Numbers** - ISDN service may have additional telephone directory numbers. The additional telephone number(s) may originate or receive calls independent of the user's Primary Directory Number; however, each B Channel is allowed only one simultaneous circuit connection at a time.

3. Circuit Switching Service Descriptions

- a. Circuit Switching is a switching technique in which an entire circuit or, in a digital switch equipped for ISDN, a specific selection of time slots is dedicated to a given call. Circuit-Switched Service provides the ability to originate and receive circuit-switched voice and/or data calls over a 56/64 kbps B Channel. The customer may choose among the following Circuit-Switched features based upon application needs:
  - (1) **Additional Call Offering** - This feature allows the user to be notified of an additional call when the telephone set is busy. Multiple incoming calls to a directory number or secondary telephone number (if purchased) can be terminated to the telephone.
  - (2) **Flexible Calling** (CPE must support) - includes the following three features: Three-way Calling, Drop Last Call, and Transfer.
  - (3) **Custom Calling Services** - Applicable Custom Calling Services are available at rates and charges specified in the Custom Calling Services section of the Company's tariff. The following Custom Calling features will be available to the ISDN BRI customer:
- b. Call Forwarding. This feature allows calls to be redirected from one station to another station.
- c. Caller ID - This feature displays the calling number and name if available.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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LOCAL EXCHANGE SERVICEL. ISDN BRI (cont'd)4. Electronic Key Features

Electronic Key Features provide the customer with the ability to access the following features where available:

- a. **Automatic Exclusion** - Automatically inhibits other stations from picking up a call on hold or bridging onto a call that is active at that station. This feature must be used in conjunction with Shared Call Appearances for a Directory
- b. **Call Pickup** - Originating and Terminating - Allows a station user to answer any call within an associated predetermined pickup group. If more than one line within the pickup group has an unanswered incoming call, the call to be answered is selected by the switching system.
- c. **Drop** - Allows the user to drop the last party added to a conference call. For a two-party call, this will terminate the call. The features must be used in conjunction with three-way calling. Three-way calling charges will apply as specified in the Telephone Company's appropriate tariff.
- d. **Feature Function Button** - Allows the user to assign certain features to a particular button on his/her ISDN set. When depressed, the button will activate the assigned feature.
- e. **Hold** - Allows the user to place a call on hold.
- f. **Key System Coverage for Analog Lines** - Allows an ISDN set to provide call coverage for an analog set.
- g. **Multiple Call Appearances of a Directory Number** - Allows the user to have more than one appearance of his/her directory number assigned to his/her set, providing the capability of multiple incoming or outgoing calls associated with that directory number. Multiple incoming calls to this directory number can be terminated to the telephone if idle call appearances are available to accept the calls.

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**LOCAL EXCHANGE SERVICE**L. ISDN BRI (cont'd)4. Electronic Key Features (cont'd)

- h. **Outgoing Called Line Identification for ISDN sets** - Provides a user originating a call with information about the called party and the facility or destination.
- i. **Shared Call Appearances for a Directory Number** - Allows a directory number from one terminal to appear as a call appearance on the terminals of other users.
- j. **Short Hunt** - Permits incoming calls to hunt over a set of directory number appearances in search of an idle directory number on which to terminate.

5. Regulations

- a. Unless specifically exempted, ISDN shall be subject to all general regulations applicable to the provision of service by the Company as stated in this tariff.
- b. ISDN is provided at the option of the Company. This service is furnished subject to central office switching capacity, the availability of outside plant facilities, and the necessary billing capabilities. The availability, functionality, and capabilities of ISDN may vary, or may not be available, dependent upon the type of serving central office switch, related software controlling that switch, hardware, and associated outside plant.
- c. ISDN BRI Service includes a dialtone line rate and consists of 2 B Channels and 1 D Channel.
- d. ISDN BRI Service includes 2 telephone numbers, one optional directory listing and one yellow page listing (if customer is a business and would request). Non-published and non-list charges are waived.
- e. ISDN BRI service does not function during power failures.
- f. Directory Listings: One directory listing is provided without charge for each ISDN customer. Additional listings may be provided as specified in Section 4 of this tariff.
- g. This tariff for ISDN does not include terminal equipment on the customer's premise. It is the customer's responsibility to provide necessary power and obtain such equipment.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**LOCAL EXCHANGE SERVICE**L. ISDN BRI (cont'd)5. Regulations (cont'd)

- h. Circuit-switched calls will be billed on a usage sensitive basis. Toll calls shall apply when circuit-switched data or voice calls are made outside of the customer's designated local calling area.
- i. Applicable 911 and PA Relay Surcharges apply per B-channel.

6. Central Office Arrangements

This service is available only from central offices, which have the necessary facilities to provide ISDN on the standard network platform. In the event that a customer is served from a central office that is not equipped with these services, the Telephone Company may, at its discretion, provide ISDN from an alternate serving central office at no additional charge to the customer. The customer must accept the serving location assigned by the Company, and must agree to revert to service from the normal serving central office at such time as ISDN service is available in that office.

This arrangement may require that the customer accept a directory number change to a number associated with the alternate central office.

Calls that are originated by a customer using this method will be billed as if the calls were placed from the serving central office. Calls that are terminated to a customer using this method will be billed as if the calls were placed to the customer's normal serving central office.

When ISDN subsequently becomes available from the customer's normal serving central office, the customer will be reconnected to the normal serving central office. This may also require a directory number change. If and when such changes occur, the non-recurring charge associated with the change will not be applicable. If the customer does not wish to take service from the normal central office after such service becomes available, but continues to utilize service from the alternate serving central office, charges for foreign exchange service will apply. If foreign exchange service is used, the rates for foreign exchanges will be applied in addition to the ISDN rates.

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

LOCAL EXCHANGE SERVICEL. ISDN BRI (cont'd)7. Rates

	<u>Monthly Charge</u>			<u>Nonrecurring Charge<sup>2</sup></u>
	<u>20 Hours</u>	<u>100 Hours</u>	<u>Unlimited</u>	***
Usage Allowance:				
BRI Service	\$ 60.00	\$ 80.00	\$ 225.00	\$ 115.00
Additional Minute <sup>1</sup> (per channel)	\$ 0.01	\$ 0.01	\$ 0.00	
Options:				
Additional Calling	\$ 3.00	\$ 3.00	\$ 3.00	\$ 10.00
Flexible Calling	\$ 3.00	\$ 3.00	\$ 3.00	\$ 10.00
Electronic Key Pack	\$ 4.00	\$ 4.00	\$ 4.00	\$ 10.00

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<sup>1</sup> Additional Minute Rate applies to each minute or fraction thereof which exceeds the monthly allowance.<sup>2</sup> Optional features: Nonrecurring charges waived if installed with BRI Service

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COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**LOCAL EXCHANGE SERVICE**M. **ISDN PRI (INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE)**1. **General Description**

Primary Integrated Services Digital Network (ISDN PRI) is an exchange service based on the Primary Rate Interface (PRI) arrangement of the Integrated Services Digital Network (ISDN). ISDN PRI allows for the integration of voice and non-voice (data) transmission on a single telephone access line over the Telephone Company Exchange Network. ISDN PRI is an alternative for Local Exchange Services, such as Direct Inward Dialing (DID) and Business Local Exchange Service. It may also be used to carry switched data applications.

2. **Explanation of Terms**

**B-channel** - a 64 kilobits (kbps) transmission facility in both directions that is circuit switched and can support voice, data and/or video communications.

**Circuit Switching** - establishes a connection between two terminals where network resources are dedicated throughout the duration of the call.

**D-channel** - a 64 kilobits (kbps) transmission facility that provides signaling for each of the 23 B-channels. The D-channel carries all of the characteristics of the call.

**Integrated Service Digital Network (ISDN)** - consists of a digital service line that provides digital termination capabilities to the customer's premise and allows for the simultaneous transmission of voice, data and video traffic.

**Network Interface** - a metallic four-wire telephone loop interface between the ISDN capable switch and the network termination (NT) equipment. The NT equipment is customer premises equipment (CPE) physically compatible with standard user-network facilities. It is the customer's responsibility to make his/her CPE compatible with the network interface.

**PRI Local Loop Facility** - provides the high capacity access path with a transmission speed of 1.544 megabits (mbps) between the customer's premises and the Telephone Company's serving Central Office. One PRI Local Loop Facility is needed for each ISDN PRI arrangement.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**LOCAL EXCHANGE SERVICE**

M. ISDN PRI (cont'd)

2. Explanation of Terms (cont'd)

**Primary Rate Interface (PRI)** - is a switched service that provides a digital trunk with 23 B-channels and 1 D-channel or 24 B-channels at a bandwidth rate of 1.544 megabits (mbps) which provide circuit switched voice, data, or video services.

**Simulated Facility Group** - provides the capability to restrict the number of simultaneous calls that have the same specified attributes.

**Software Defined Lines** - are provisioned lines on a PRI Local Loop Facility. Central Office translations are used to establish the identity of the lines.

3. Central Office Arrangements

This service is available only from central offices that have the necessary facilities to provide ISDN on the standard network platform. In the event that a customer is served from a central office that is not equipped with these services, the Telephone Company may, at its discretion, provide ISDN from an alternate serving central office at no additional charge to the customer. The customer must accept the serving location assigned by the Company, and must agree to revert to service from the normal serving central office at such time as ISDN service is available in that office.

This arrangement may require that the customer accept a directory number change to a number associated with the alternate central office.

Calls that are originated by a customer using this method will be billed as if the calls were placed from the serving central office. Calls that are terminated to a customer using this method will be billed as if the calls were placed to the customer's normal serving central office.

When ISDN subsequently becomes available from the customer's normal serving central office, the customer will be reconnected to the normal serving central office. This may also require a directory number change. If and when such changes occur, the non-recurring charge associated with the change will not be applicable. If the customer does not wish to take service from the normal central office after such service becomes available, but continues to utilize service from the alternate serving central office, charges for foreign exchange service will apply. If foreign exchange service is used, the rates for foreign exchanges will be applied in addition to the ISDN rates.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**LOCAL EXCHANGE SERVICE**

M. ISDN PRI (cont'd)

4. Regulations

Customers must provide the ISDN compatible terminal equipment necessary for ISDN PRI. Customer provided equipment (CPE) used to connect ISDN PRI Service must meet the Telephone Company's requirements.

ISDN PRI may provide: The following service groups on the B-channels:

- Business Exchange Dial tone Line
- Direct Inward Dialing (DID) Service
- WATS Service
- 800 Service
- Call-by-Call Flexchannel

Only one Call-by-Call Flexchannel may be provisioned on an ISDN PRI arrangement. When available, up to two of the other service groups may be provisioned. The total number of service groups allowed per ISDN PRI arrangement is four. The ability to assign services other than Call-by-Call Flexchannel varies by the Central Office switch type.

Over any B-channel at a capacity of up to 64 kilobits (kbps), the transmission of circuit switched voice, data or video services.

The initial PRI arrangement consists of 23 B Channels and 1 D Channel; the second PRI arrangement consists of 23 B Channels with a D Channel Back-up; any additional arrangements may be configured with 24 B Channels.

Flexibility to either dedicate the B-channels for specific services such as DID, or to dynamically assign the B-channels to allow for access to multiple services on a per call basis.

Delivery of the calling party's telephone number.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**LOCAL EXCHANGE SERVICE**M. ISDN PRI (cont'd)4. Regulations (cont'd)

ISDN PRI does not prevent customers from originating or terminating circuit-switched voice calls from either inside or outside the serving Central Office or the customer's local calling area. If facilities are available, customers may be able to originate and terminate circuit-switched data calls from outside the serving Central Office.

Toll charges will apply for circuit-switched voice, data, or video calls that are placed outside of the customer's local calling area.

When multiple ISDN PRI applications are provisioned, at least one PRI ISDN arrangement must be configured as 23 B-channels and Back-up D-channel. If 47 or more B-channels are configured to 1 D-channel, a 23 B-channel + 1 Back-up D-channel arrangement is required.

If more than one type of service group is provisioned over the same ISDN PRI service, a Call-by-Call Flexchannel may be required.

Business dial tone is included in the rates of ISDN PRI.

If a customer converts an existing DS-1 facility to a PRI Local Loop Facility, installation charges for the PRI Local Loop Facility are waived.

Hunting service is included in the rates for ISDN PRI.

Applicable PA Relay and 911 charges apply.

DID provisioning, when ordered as a part of PRI. Rates apply as outlined in this section.

5. Directory Numbers

Each ISDN PRI is assigned with one directory telephone number. Additional DID directory telephone numbers may be purchased in blocks of 20 numbers or purchased on an individual case basis.

Directory telephone numbers ordered in blocks of 20 and individual additional telephone numbers may not be delivered on the same Simulated Facility Group or dedicated trunk group. The number of individual additional directory telephone numbers may not be greater than the size of the Simulated Facility Group or trunk group.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**LOCAL EXCHANGE SERVICE**M. ISDN PRI (cont'd)6. Optional Features

**Back-up D Channel** – would immediately take over for a failed D-channel in case of trouble. This option is available only as part of the 23 B-channel + 1 D Back-up channel arrangement.

**Call-by-Call Flexchannel** - allows the ISDN PRI B-channels to be configured to accept multiple types of services on a per-call basis. Instead of requiring separate facilities for DID, WATS or Business Local Exchange dial tone lines, the Call-by-Call Flexchannel alerts the serving Central Office as to the type of service that is being used.

**Caller ID Delivery** - when available, allows for the delivery of the calling party's directory number. This service does not allow for the delivery of the calling party's name. Any per-call and/or per-line blocking is done by the ISDN PRI customer premise equipment (CPE) and is the responsibility of the customer.

7. Contractual Conditions

**Length of Term** - Customers may select a contract period of one, three or five years. The contract term for all ISDN PRI services must be for the same length of time.

**Termination Liability Charge** - If ISDN PRI Service is canceled prior to the expiration of the current contract, either (i) by the Telephone Company for a customer's breach of contract or (ii) by the customer, the customer is liable for a termination fee equal to the remaining unexpired term.

**Additions to Service** - Throughout the term of the contract, a customer may add additional ISDN PRI services at the same recurring rates as were offered in the original contract. The contract length for additional services will end concurrently with the length of the original contract.

**Changes in Contract Rates** - If current recurring contract rates are lowered, the customer will have the option of canceling their current contract without penalty on the condition that the customer signs a new contract that is of equal or greater monetary value as the original contract. The customer will then comply with all terms, conditions and prices of the new contract.

**Renewal Options** - Before the expiration of the current contract period, a customer may extend the length of the contract for another period without penalty of termination liability charges. The customer will be charged at the current rates in effect for the new contract period. The length of the new contract will be for a period equal to or greater than the current contract. The number of ISDN PRI arrangements must also be equal to or greater than the number of arrangements originally contracted for. The new contract will go into effect on the date that the customer signs the contract.

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

LOCAL EXCHANGE SERVICEM. ISDN PRI (cont'd)7. Contractual Conditions (cont'd)

**Relocation** - Prior to the expiration of the current contract period, if a customer chooses to relocate their ISDN PRI service to a different location that is not served by the same Central Office, the service is deemed to be disconnected and the customer will be charged the Termination Liability Charge. However, if prior to the expiration of the current contract period, the customer chooses to relocate their ISDN PRI to a location served by another Central Office equipped to provide ISDN PRI within the Telephone Company's service territory, and will sign a term contract which is equal to or greater than the monetary value of their current contract, the service may be relocated without the customer incurring the Termination Liability Charge. The customer will be charged for installation of the relocated service.

8. Rates

<u>Term:</u>	<u>One Year*</u>	<u>Nonrecurring Charge</u>
<u>Monthly Charge</u>	***	***
PRI LOCAL LOOP FACILITY	\$297	\$660
PRI ARRANGEMENT		
Initial: 23 B Channels + 1 D Channel	\$200	\$240
Second: 23 B Channels + D Back-up	\$225	\$240
Additional : 24 B Channels	\$200	\$240
OPTIONAL FEATURES		
Call-by-Call Flexchannel	\$70	\$50
Caller ID	\$70	\$50
Call-by-Call and Caller ID Package	\$120	\$50
DID Capability per B Channel	\$9	\$50
DID Capability all B Channels	\$135	\$50
Block of 20 DID Numbers	\$5	\$25
Each Additional Phone Number	\$3	\$20
Add or change to an existing line group or add a new line group	---	\$50
Reconfigure D-channel	---	\$250

\* Longer-term agreements at discounted rates are available.

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COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**LOCAL EXCHANGE SERVICE**N. **CHANNELIZED T-1 SERVICE**1. **General Description**

Channelized T-1 service provides for channelized access from the customer's premise to the central office via a DS1 (1.544 Mbps) connection. This connection provides the equivalent of 24 access lines between the customer's premises and a central office. Channelized T-1 service is an alternative for Local Exchange Services, such as Direct Inward Dialing (DID) and Business Local Exchange Service. It may also be used to carry switched data applications. Channelized T-1 service is provided in a base capacity of 24 channels.

Explanation of Terms:

**Channelized T-1 Local Channel** - A 1.544 Mbps digital multichannel transmission path between the serving central office and the customer's premises providing a maximum capacity of 24 DS0s. Each arrangement provides two-way transmission for a capacity of up to 24 line terminations.

**Channelized T-1 Multiplexing** - channelizes a DS1 to 24 DS0s.

**Circuit Switching** - establishes a connection between two terminals where network resources are dedicated throughout the duration of the call.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**LOCAL EXCHANGE SERVICE**N. **CHANNELIZED T-1 SERVICE** (cont'd)2. **Regulations**

Customers must provide the Channelized T-1 compatible equipment necessary for the service. Customer provided equipment (CPE) used to connect Channelized T-1 service must meet the Telephone Company's requirements.

Channelized T-1 may provide the following service groups:

- Business Local Exchange Service
- Direct Inward Dialing (DID) Service
- WATS Service
- 800 Service

Over any circuit at a capacity of up to 64 kilobits (kbps), the transmission of circuit switched voice, data or video services.

Channelized T-1 does not prevent customers from originating or terminating circuit-switched voice calls from either inside or outside the serving Central Office or the customer's local calling area. If facilities are available, customers are able to originate and terminate circuit-switched data calls from outside the serving Central Office.

Toll charges apply for circuit-switched voice, data or video calls placed outside the customer's local calling area.

Business dial tone is included in the rates of Channelized T-1.

Applicable PA Relay and 911 charges apply per channel.

DID services may be ordered as a part of Channelized T-1 service. Rates apply as outlined in this section.

3. **Directory Numbers**

Each Channelized T-1 is assigned with one directory number. Additional DID directory telephone numbers may be purchased in blocks of 20 numbers or individual directory numbers may be purchased on an individual case basis (DID excluded).

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**LOCAL EXCHANGE SERVICE**N. **CHANNELIZED T-1 SERVICE (cont'd)**4. **Contractual Conditions**

**Length of Term** – Customers may select a contract period of one, three or five years. The contract term for all Channelized T-1 services must be for the same length of time.

**Termination Liability Charge** - If Channelized T-1 Service is cancelled prior to the expiration of the current contract, either (i) by the Telephone Company for a customer's breech of contract or (ii) by the customer, the customer is liable for a termination fee equal to the remaining unexpired term.

**Addition of Services** – Throughout the term of the contract, a customer may add additional Channelized T-1 services at the same recurring rates as were offered in the original contract. The contract length for additional services will end concurrently with the length of the original contract.

**Changes in Contract Rates** - If current recurring contract rates are lowered, the customer will have the option of canceling their current contract without penalty on the condition that the customer signs a new contract that is of equal or greater monetary value as the original contract. The customer will then comply with all terms, conditions and prices of the new contract.

**Renewal Options** - Before the expiration of the current contract period, a customer may extend the length of the contract for another period without penalty of termination liability charges. The customer will be charged at the current rates in effect for the new contract period. The length of the new contract will be for a period equal to or greater than the current contract. The number of Channelized T-1 arrangements must also be equal to or greater than the number of arrangements originally contracted for. The new contract will go into effect on the date that the customer signs the contract.

**Relocation** - Prior to the expiration of the current contract period, if a customer chooses to relocate their Channelized T-1 service to a different location that is not served by the same Central Office, the service is deemed to be disconnected and the customer will be charged the Termination Liability Charge. However, if prior to the expiration of the current contract period, the customer chooses to relocate their Channelized T-1 service to a location served by another Central Office equipped to provide Channelized T-1 within the Telephone Company's service territory, and will sign a term contract which is equal to or greater than the monetary value of their current contract, the service may be relocated without the customer incurring the Termination Liability Charge. The customer will be charged for installation of the relocated service.

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**LOCAL EXCHANGE SERVICE**N. CHANNELIZED T-1 SERVICE (cont'd)5. Rates

<u>Term:</u>	<u>Monthly Charge</u> <u>One Year*</u>	<u>Nonrecurring Charge</u>
Channelized T-1 Local Channel	\$297	\$660
Multiplexing	\$200	---
<b>OPTIONAL FEATURES</b>		
Block of 20 DID Numbers	\$5	\$25
Each Additional Phone Number	\$3	\$20

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\* Longer-term agreements at discounted rates are available.

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COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**SERVICE CHARGES**A. LINE CONNECTION CHARGE1. Description

The Line Connection Charge applies for arranging an exchange line to provide voice grade service between the Telephone Company central office and the rate demarcation point at the customer's premises. This charge covers the service order costs in addition to the labor costs associated with getting the line to the customer's premises in working order. This charge includes, but is not limited to, making or changing connections in the central office or in distribution facilities, necessary cross connections and line transfers, and the normal placement of the drop wire service line, network interface and/or protector.

The Line Connection Charge applies for the connections of the following:

- ⦿ Exchange dial tone lines, including foreign exchange.
- ⦿ Trunk lines, including PBX.
- ⦿ Pay Telephone Line Service
- ⦿ Central office multiple terminations.
- ⦿ Special service lines, including tie lines, leased lines, transfer service, etc.

2. Regulationsa. Line Connection Charges:

- (1) The Line Connection Charge applies for each line connected or changed, i.e., from coin to non-coin, from foreign exchange to local exchange, etc. This charge does not apply to change from Residence to Business or vice versa. The Company may waive this charge for promotions or for major sales activity.
- (2) For point-to-point or multi-point special service lines, one Line Connection Charge applies to each terminating point connected or changed.
- (3) Line Connection Charges do not apply under the following conditions:
  - (a) When dial tone lines or trunks are temporarily suspended for nonpayment or other cause, or when subsequently restored.
  - (b) When dial tone line number (telephone numbers) are changed within the same central office.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**SERVICE CHARGES**A. LINE CONNECTION CHARGES (cont'd)2. Regulations (cont'd)a. Line Connection Charges (cont'd)

(4) Customers requesting rearrangements of outside wiring, including the drop wire service line, network interface or protector, shall be billed Premises Work Charges for such work in accordance with Paragraph B following.

(5) Customers have the option of paying for Line Connection Charges in equal monthly installments over three billing periods.

3. Charges

a. The Line Connection Charge for a new service install is as follows:

Residence Service	\$45.00
Business and Payphone Service	\$65.00

B. PREMISE WORK CHARGES1. Description

a. Premise work is defined as work performed on a customer's premise by a Telephone Company employee or representative at the customer's request and not covered by other Tariff charges. Only work performed on the Telephone Company side of the rate demarcation point is covered by this Tariff.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**SERVICE CHARGES**B. PREMISE WORK CHARGES (cont'd)

1. Description (cont'd)
  - b. Rate demarcation point is defined as the point of minimum penetration of the property where the customer's service is located, as determined by the Telephone Company. The rate demarcation point defined by the Telephone Company is where network access recurring charges and Telephone Company responsibility stop and beyond which customer responsibility begins.
  - c. Premise Work Charges apply to:
    - (1) Customer requests for rearrangements and changes of Telephone Company facilities (including drop wire, protector and ground wire) on the Telephone Company's side of the rate demarcation point.
    - (2) Each premise visit where a service difficulty or trouble is not the result of failure of Telephone Company service or facilities.
    - (3) Installation, moves and changes of a Pay Telephone or any associated wiring.
  - d. Premise Work Charges consist of the Initial Visit Charge, Work Charges and Material Charges.

The Initial Visit Charge includes the cost to send a Telephone Company representative to the customer's premise.

Work Charges are based on the labor time required to complete the work on the Telephone Company's side of the rate demarcation point. The charges are billed in fifteen-minute time segments. The time a Telephone Company representative spends working on a customer's premise, exclusive of the work required to provide dial tone to the rate demarcation point, shall be considered billable time. The Work Charge will begin as soon as the Telephone Company representative meets the Customer or his representative on the premise.

Material Charges are based on the items of material actually used to complete the job and on the level of charges of the current Telephone Company price list.

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**SERVICE CHARGES**B. PREMISE WORK CHARGES (cont'd)2. Regulations

- a. Premise Work Charges apply in addition to appropriate charges for individual items of equipment or service offered in other sections of this Tariff.
- b. Customers who have premise work performed will be billed at least one Work Charge in addition to the Initial Visit Charge unless otherwise specified in this Tariff.
- c. The Initial Visit Charge will apply for each premise visit that is customer initiated, including those instances in which the Customer subsequently decides to not have the work done by the Telephone Company.
- d. When visits to more than one premise of the Customer are required to complete the work associated with a service order, an Initial Visit Charge and other appropriate Premise Work Charges per premise visited are applicable.
- e. When more than one visit to the same premise is required to complete the work associated with a service order, only one Initial Visit Charge is applicable.
- f. The Initial Visit Charge applies when a customer or his representative fails to keep a scheduled appointment with a Telephone Company representative, installer or repairperson.
- g. Premise Work Charges, at Business rates, apply to installation, moves and changes of a Pay Telephone or any associated wiring.
- h. An invoice for a specific job will be provided to the Customer by the Telephone Company employee at the conclusion of the premise work. The Customer will be billed the Premise Work Charges according to the time indicated on the invoice. An invoice is not the same as an estimate, which may be provided by Telephone Company personnel at the time of negotiation. Customers to whom estimates are furnished are subject to actual Premise Work Charges.
- i. Premise work requested by the Customer and performed under Premise Work Charges that requires a call-out of the installer or repairperson at a time other than the employee's normal scheduled tour of duty will be charged a minimum of two hours based on the charges shown in this Section.

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**SERVICE CHARGES**B. PREMISE WORK CHARGES (cont'd)2. Regulations (cont'd)

- j. The Initial Visit Charge does not apply when a Line Connection Charge is incurred.
- k. Customers have the option of paying for Premise Work Charges in equal monthly installments over three billing periods.
- l. Premise Work Charges do not apply to the following:
  - (1) Moves or changes of a customer's telephone service or equipment if required or initiated by the Telephone Company.
  - (2) Repair of network facilities on the property where the customer's service is located when damage was not caused by the Customer, the vendor or the property-owner.

3. Charges

	<u>RESIDENCE</u>	<u>BUSINESS</u>
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Premise Work Charges are as follows:

<u>Initial Visit Charge</u>	\$42.00	\$47.00
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<u>Work Charge</u> – each 15 minute segment or major fraction thereof of billable time required to complete the work	\$21.00	\$23.00
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Material Charge – Based on current Telephone Company price list. The materials will generally be priced at 35% above the current Telephone Company purchase price.

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**SERVICE CHARGES**C. MISCELLANEOUS NON-RECURRING CHARGES1. Description

Nonrecurring charges apply to the following:

- a. Restoral of Service Charge - This charge applies for restoring service to a customer following temporary suspension of service for nonpayment or other authorized cause. This charge is in addition to any past due amounts for service previously furnished or any deposit which may be required.
- b. Telephone Number Change Charge - Customers requesting a change of their Dial Tone Line telephone number will incur a Telephone Number Change Charge (except when a Line Connection Charge is applied). This charge applies for each telephone line number changed.
- c. Record Service Charge - This charge covers work associated with a change of Telephone Company records, at the customer's request, for a change in billing records requested by the Customer (except for a correction in name or billing address for residential service due to death, marriage, divorce, or legal action when there is no connection, disconnection, move or change in service) when none of the other non-recurring charges apply.
- d. Preferred Telephone Number Service  
- Allows a customer to request a particular telephone number, which may have a special meaning of value to the customer, subject to the availability of facilities and the requirements of the serving local exchange Central Office as defined by the Telephone Company.

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**SERVICE CHARGES**C. MISCELLANEOUS NON-RECURRING CHARGES (cont'd)1. Description (cont'd)d. Preferred Telephone Number Service (cont'd)

- Service may be established at the time normal service is requested and the line connection charge applies in addition to charges for Preferred Telephone Number Service. Charges for a change in a telephone number or Foreign Exchange service also apply if a customer elects such service.

- Up to three numbers, in order of preference, may be requested at one time. A nonrecurring charge will apply for each search, up to three numbers, requested by the customer, whether Preferred Telephone Number Service is accepted or not.

- Provisioning of a preferred telephone number is based upon current availability of that telephone number. The Telephone Company reserves the right to exclude certain numbers or blocks of numbers from assignment, and will determine the availability criteria. No customer waiting list will be maintained.

- Preferred telephone numbers shall be listed as a number only in Telephone Company directories.

- The Telephone Company will not be responsible for the manner in which Preferred Telephone Number Service is used by the customer.

e. Transfer of Billing Name

This charge applies to work associated with a change of Telephone Company records for a transfer of billing name, which occurs when one party contracts for the service which had previously been contracted for by another party.

2. Charges

<u>RESIDENCE/BUSINESS</u>		
a.	Restoral of Service Charge	\$20.00
b.	Telephone Number Change Charge	\$25.00
c.	Record Service Charge	\$15.00
d.	Preferred Telephone Number Service Charge	\$30.00
e.	Transfer of Billing Name Charge	\$27.75

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**SERVICE CHARGES**D. **MISCELLANEOUS RECURRING CHARGES**1. **Operational Support Systems (OSS) Charge – Monthly Recurring**

The Operational Support Systems (OSS) charge is assessed on each off-net line. This charge helps to recover a portion of the costs payable by the Company to other carriers or entities associated with the provision of off-net services.

Per residence off-net line	\$0.82
Per business off-net line	\$0.82

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**MISCELLANEOUS SERVICE AND EQUIPMENT**A. DIRECTORY LISTINGS

1. Alphabetical Directory
  - a. The following regulations and rates apply to listings in lightface type in the alphabetical directories and the information records of the Company.
  - b. Listings are limited to information essential to the identification of the listed party. The Company reserves the right to use appropriate abbreviations in listings.
  - c. Listings which, in the judgement of the Company, are designed to advertise a commodity or service, or which are otherwise objectionable, are not permitted. A name made up by adding a term such as "Company", "Agency", "Shop", "Works", "Service", etc., to the name of a commodity or service is not accepted as a listing, unless the Customer is legally doing business under that name.
  - d. A name may be repeated in the same alphabetical directory list only when a different address or a different telephone number is listed.

2. Primary Directory Listingsa. Business

One directory listing, termed the primary listing, is provided without charge for each business customer having the following:

- (1) An individual network access line.
- (2) The first trunk line of a trunk group of a Private Branch Exchange System.

b. Residence

A primary listing will be provided without charge at the time service is established for each individual network access line. Residence listings are limited to members of the customer's household.

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**MISCELLANEOUS SERVICE AND EQUIPMENT**A. DIRECTORY LISTINGS (cont'd)3. Standard Listings

A standard listing is the type of listing which may include a name, designation, address and telephone number to appear in the information records and the alphabetical directory for the territory in which the telephone service is located.

4. Rates for Additional Listingsa. General

An Additional Listing is a listing (including Inward WATS) in a directory other than the Local directory of the customer's exchange area, and each listing of additional customer numbers in excess of the allowance of free listings.

b. Rates

	Monthly Charge	Product/Service Charge
For first business listing requested, per order	\$4.00	\$15.00
For each subsequent business listing requested on the same order	\$4.00	\$9.00
For each residence listing	\$3.00	\$12.00

5. Unlisted Numbersa. General

An Unlisted Number is one for which no listing appears in the alphabetical section of the local directory. The number is listed in the directory assistance database and is given out upon request.

b. Rates

	Monthly Charge	Product/Service Charge*
Unlisted Number	\$3.00	\$15.00

\*The Product/Service charge will apply only when customers are not requesting billable orders with Product/Service charges for other services from the Telephone Company at the time the order is requested. The Product/Service charge covers any change in, deletion of, or addition to, the present listing.

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**MISCELLANEOUS SERVICE AND EQUIPMENT**A. **DIRECTORY LISTINGS** (cont'd)6. **Non-Published Numbers**a. **General**

Non-published telephone numbers are not listed in either the Company's alphabetical directory or the directory assistance database. The general public does not have access to a Non-Published Telephone Number.

b. **Rates**

	Monthly <u>Charge</u>	Product/Service <u>Charge*</u>
Non-published telephone number, each listing (Business and Residential)	\$3.50	\$15.00

\*The Product/Service charge will apply only when customers are not requesting billable orders with Product/Service charges for other services from the Telephone Company at the time the order is requested. The Product/Service charge covers any change in, deletion of, or addition to, the present listing.

c. **Disclaimer**

The Customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused directly or indirectly, by the publication of a non-published telephone service or the disclosing of said number to any person.

B. **DIRECTORY ASSISTANCE SERVICE**1. **General**

Directory Assistance Service is furnished upon customer request for assistance in determining telephone numbers. The regulations and rates set forth below apply when customers request assistance in determining telephone numbers with the same Numbering Plan Area designation, which are requested from the Directory Assistance attendant in the originating Numbering Plan Area.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**MISCELLANEOUS SERVICE AND EQUIPMENT**B. DIRECTORY ASSISTANCE SERVICE (cont'd)2. Regulations

## a. Monthly Call Allowance

An allowance of two direct dialed Directory Assistance calls per month without charge is permitted for each: residence exchange service line, residence dormitory line and residence trunk line. Call allowances or calls are not transferable between separate accounts of the same customer.

## b. Exemptions

Charges for Directory Assistance Service are not applicable to the following types of calls to Directory Assistance:

(1) Calls from patients in hospitals, skilled nursing homes and convalescent homes which have been properly licensed by the Commonwealth of Pennsylvania and which have as their predominant undertaking the surgical, medical and nursing care of the sick and disabled.

(2) Calls placed from residence telephones where a member of the customer's household has been certified by a registered physician or a designated agency as unable to use a directory because of a visual or physical handicap, or for the business telephone of a certified handicapped customer where assistance is otherwise not available.

## c. Multiple Number Request

A maximum of two requested telephone numbers per call are permitted.

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**MISCELLANEOUS SERVICE AND EQUIPMENT**B. DIRECTORY ASSISTANCE SERVICE (cont'd)3. Rates

	<u>Per Call</u>
a. Where the customer direct dials Directory Assistance	\$0.75
b. Where the customer places a call to the Directory Assistance attendant via a Company operator	\$1.50*
c. Where the customer originates a Directory Assistance call from a Pay Telephone via a telephone Company operator	\$1.50*

\* Plus the applicable operator handled rate.

4. 411 Directory Assistancea. General

By dialing 411, 411 Directory Assistance provides the customer with the ability to obtain listing information for any listed number in the United States. Call Completion is also available.

b. Regulations

- (1) Monthly Call Allowance  
No call allowances or discounts apply.
- (2) Multiple Number Search Request  
A maximum of 2 searches are permitted per call.
- (3) 411 Directory Assistance will not be offered from the following services:  
Pay telephone lines

c. Rates

	<u>Per Call</u>
(1) Where the customer direct dials 411 Directory Assistance	\$1.50
(2) Call Completion**	\$0.25

\*\*411 Directory Assistance charge required prior to Call Completion. Both fees applied with 411 Directory Assistance request followed by a Call Completion. Call Completion charge applicable per attempt.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**MISCELLANEOUS SERVICE AND EQUIPMENT**

C. **OPERATOR SERVICES**

1. **Line Status Verification**

Upon customer request, the operator will verify and provide the line status condition subject to a charge of \$.70 for each request.

No charge will apply for a line status verification when a trouble condition is indicated on the line.

2. **Call Interruption**

Upon customer request, the operator will verify the line status condition and interrupt a call in progress to notify the party on the call that another caller is attempting to contact the line. The charge for call interruption is \$1.10 for each request. This charge includes the line status verification and call interruption.

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**MISCELLANEOUS SERVICE AND EQUIPMENT**C. OPERATOR SERVICES (cont'd)3. Operator Calls

Calls placed through the operator to a station in the same Local Calling Area, are charged at the following rates:

<u>Calling Card</u> <u>Customer Dialed</u>	<u>Operator</u> <u>Station-to-Station #</u>	<u>All Types</u> <u>Person-to-Person</u>
\$ 0.35	\$ 0.90	\$2.50

#-Includes collect, special billing number, bill-to-a-third number, operator dialed calling card and all Time and Charge request calls.

D. CONSTRUCTION AND ATTACHMENT CHARGES

The rates otherwise provided for in this tariff are based on furnishing service immediately adjacent to existing lines and facilities of the Telephone Company and on the use of lines and facilities engineered and construed according to common and accepted practices. When service is desired at points somewhat removed from existing lines and facilities, or when abnormal and unusual arrangements and installations are desired, such service and installations are subject to additional charges.

E. EMERGENCY SERVICES (Enhanced 911):

Allows Customers to reach appropriate emergency services including police, fire and medical services. Enhanced 911 has the ability to selectively route an emergency call to the primary 911 provider so that it reaches the correct emergency service located closest to the caller. In addition, the Customer's address and telephone information will be displayed to the primary 911 provider for display at the Public Service Answering Point (PSAP).

The Company is in compliance with all requirements of the Public Safety Emergency Telephone Act (Act 78-1990).

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**MISCELLANEOUS SERVICE AND EQUIPMENT****F. TELECOMMUNICATIONS RELAY SERVICE (TRS):**

The Pennsylvania Telecommunications Relay Service (TRS) is a relay telecommunications service for the deaf, hearing and/or speech disabled population of the Commonwealth. The service permits telephone communications between individuals with hearing and/or speech disabilities who must use a Text Telephone and individuals with normal hearing and speech as provided in the tariff filed by AT&T Communications of Pennsylvania, Inc.

In addition to the charges provided in this Tariff and the Company's other intrastate tariffs, a surcharge will apply to all residence and business access lines served by this Company. This surcharge applies regardless of whether or not the access line uses the Pennsylvania Telecommunications Relay Service.

This surcharge serves as the funding vehicle for the operation of the Pennsylvania Telecommunications Relay Service, and shall be calculated by the Pennsylvania Public Utility Commission (the Commission). The Commission shall compute the Pennsylvania Telecommunications Relay Service Surcharge each year and notify local exchange carriers of the surcharge amount to be applied for the twelve-month period commencing with July 1 of each year.

The Commission may revise the surcharge more frequently than annually at its discretion.

Tariff revisions will be filed whenever the Commission calculates a new surcharge amount and notifies the Company.

The following surcharge rates apply to all bills:

	<u>Monthly Rate</u>
Per business access line	\$ 0.08
Per residence line	\$ 0.08

Centrex lines will be charged on an equivalency basis as determined by the Commission.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**MISCELLANEOUS SERVICE AND EQUIPMENT**

G. **LIFELINE SERVICE**

1. **Description**

Lifeline Service is a Residence offering for low-income customers who qualify for this service in accordance with the following Regulations.

2. **Regulations**

a. Lifeline Service is available to qualified residence customers and is provided via a residence individual Dial Tone Line. Lifeline Service is limited to only one Service per qualified customer or household (a household is defined as "any individual or group of individuals who are living together as one economic unit" an economic unit is "all adult individuals contributing to and sharing in the income and expenses of a household"). A potential Lifeline customer who has an outstanding final bill for telephone service which is less than (4) years old must pay the entire balance of any Basic Service final bill before being eligible for Lifeline Service.

b. Residence Lifeline Service consists of the following tariffed standard features and optional customer elected services at the applicable rates, charges and regulations for each feature and service provided:

- (1) One-Party Residence Unlimited Service and Local Measured Service, if available.
- (2) Directory Listing (standard only).
- (3) Non-Published or Non-Listed Telephone Number Service.
- (4) Access to Directory Assistance Service.
- (5) Touch Tone Calling Service.
- (6) Access to Message Toll Telephone Service and Optional Dial Station-To-Station Calling Plan Services. However, the Residence Lifeline Dial Tone Line will be blocked from dial station access to 976/556/900 and any other type of Audiotex Service.
- (7) Access to Operator Services.
- (8) Voluntary Toll Restriction Option.
- (9) -----
- (10) Access to 800/888 Services.
- (11) Access to Call Trace.
- (12) Access to Alerting and Reporting Systems (9-1-1 dialing).
- (13) Access to the Pennsylvania Telecommunications Relay Service.
- (14) Caller ID Per-call and Per-line Blocking
- (15) Other telecommunications services at tariffed rates.

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COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**MISCELLANEOUS SERVICE AND EQUIPMENT**

G. LIFELINE SERVICE (cont'd)

2. Regulations (cont.)

c. An applicant for Lifeline Service must be a current participant in one of the following Pennsylvania Department of Public Welfare (DPW) programs, federal public housing, National School Lunch free lunch program or be able to provide proof of income which is at or below 135% of the annual United States Census Bureau Poverty Level Guidelines For All States (Except Alaska and Hawaii) and the District of Columbia. Recertification of Lifeline Service participants will be conducted annually by the Company.

Pennsylvania Department of Public Welfare Lifeline Service Programs:

- \* Temporary Assistance for Needy Families (TANF)
- \* General Assistance (GA)
- \* Supplemental Security Income (SSI)
- \* Medicaid
- \* Supplemental Nutrition Assistance Program (SNAP) (fka Food Stamps)
- \* Low Income Home Energy Assistance Program (LIHEAP)

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The DPW Programs listed above must be certified by DPW. Such certification by DPW will be provided only when a DPW client requests Lifeline Service based on the client's status as a participant in any of the above eligibility programs. Certification by DPW will be limited to confirmation of the client's program status (i.e., participation or non-participation). Participation by DPW is subject to execution of an agreement with DPW and D&E Systems, Inc.

d. Lifeline Service will be provided to a customer only so long as such customer continues to meet the participation and certification guidelines in 2 (c) above. At the time of initial establishment of Lifeline Service, the customer agrees to have his or her eligibility recertified as determined by D&E Systems. When the Company is notified by the customer or determines through recertification that the Lifeline Service customer is no longer a participant in the DPW programs in 2 (c) above or otherwise low-income eligible, the customer will be notified (by telephone or letter) that the Lifeline Service rate is no longer applicable. Within the stated customer notification period (10 working days from the date of the notification), the customer can contact the Company to negotiate new Dial Tone Lifeline Service.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**MISCELLANEOUS SERVICE AND EQUIPMENT**

G. LIFELINE SERVICE (cont'd)

2. Regulations (cont'd)

d. (cont'd)

Service arrangements at applicable tariff rates (no connection charges will apply for existing services or options retained). If the customer does not contact the Company by the end of the notification period, the Lifeline Service will be changed to applicable Exchange Area Dial Tone Line service at existing tariff rates (no connection charges will apply to existing services or options retained). Upon contacting the Company, the customer will have ten (10) working days to complete the low-income certification or recertification process in order to retain Lifeline Service.

e. A Lifeline Service customer may not subscribe to any other type of residence Local Exchange Service at the same or other premises. Lifeline Service will not be provided via Foreign Exchange or Foreign Central Office Service arrangements.

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g. Customer requested temporary suspension of Lifeline Service is not permitted.

h. Lifeline Service does not apply to applicants who are full time students living in university or college controlled housing.

i. The applicant must not be a dependent for Federal Income Tax purposes, unless he or she is 60 years of age or older.

j. Lifeline customers are subject to all Residence service regulations in this and other tariffs of D&E Systems, Inc.

k. Residence Lifeline Service cannot be resold by the Lifeline customer or the Lifeline customer's agent(s).

l. Resale of Lifeline Services is subject to wholesale rate obligations under Section 251 (c)(4) of the Telecommunications Act of 1996.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**MISCELLANEOUS SERVICE AND EQUIPMENT**

G. LIFELINE SERVICE (cont'd)

2. Regulations (cont'd)

- m. All outstanding charges, account balances and service restrictions apply to existing customers who qualify for Lifeline Service. Service restrictions will remain until the arrearage(s) have been paid in full.
- n. Any Lifeline customer who has a past due balance of Toll Charges will be treated with the appropriate Chapter 64 regulations. The Residence Toll Restoral Charge applies to Lifeline Customers who are suspended for nonpayment and who subsequently pay their outstanding toll charges and request toll restoral. If a Lifeline customer is toll restricted for a second occurrence the Company may, at its discretion, place the Lifeline customer on permanent toll restriction.
- o. Toll-Blocking and Toll-Control services will be provided at no charge to Lifeline Service subscribers, to the extent that they are offered.

3. Dial Tone Line Monthly Rate

- a. Applicable Residence Dial Tone monthly rate minus \$9.25 (1).

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- b. Lifeline Service is subject to all applicable state, local and federal taxes, and surcharges, and to all applicable tariff rates, charges, surcharges and regulations.

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NOTE:

- (1) See FCC Public Notice released May 1, 2012, In re: *Lifeline and Link Up Reform and Modernization et al.*, Report and Order and Further Notice of Proposed Rulemaking, WC Dkt. Nos. 11-42 et al., CC Dkt. No. 96-45, FCC 12-11 (rel. Feb. 6, 2012)

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COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**MISCELLANEOUS SERVICE AND EQUIPMENT**

H. RESERVED FOR FUTURE USE

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**Effective April 1, 2012, the Link Up America Program is eliminated pursuant to the FCC's Lifeline and Link Up Reform and Modernization, Report and Order and Further Notice of Proposed Rulemaking, WC Docket No. 11-42, FCC 12-11 (rel. Feb. 6, 2012).**

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**MISCELLANEOUS SERVICE AND EQUIPMENT**

H. RESERVED FOR FUTURE USE

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**Effective April 1, 2012, the Link Up America Program is eliminated pursuant to the FCC's Lifeline and Link Up Reform and Modernization, Report and Order and Further Notice of Proposed Rulemaking, WC Docket No. 11-42, FCC 12-11 (rel. Feb. 6, 2012).**

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**MISCELLANEOUS SERVICE AND EQUIPMENT**I. BLOCKING – “900” INFORMATION SERVICE1. General

Where central office facilities permit, “900” Information Service Blocking provides customers the capability to block origination of direct dialed calls to a “900” Information Service number (900-NXX-XXXX).

2. Regulations

- a. Blocking is available on individual lines for residence and business customers.
- b. When the blocking is activated, direct dialed calls to all “900” Service numbers are blocked.
- c. Initial blocking is provided at no charge upon customer request. Subsequent requests for “900” Information Services Blocking will be provided at the rates referenced below.
- d. Blocking service may not be available with certain multi-line business arrangements.
- e. There is no charge to remove “900” Information Service blocking.

3. Rates

## “900” Information Service Blocking

	<u>Service Charges</u>
<u>Residence</u>	
Initial Request	No Charge
Subsequent Request	*
<u>Business</u>	
Initial Request	No Charge
Subsequent Request	*

\*The Record Service Charge as identified in Section 4 of this Tariff applies per line per request.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**MISCELLANEOUS SERVICE AND EQUIPMENT**J. **911 TARIFF LANGUAGE**1. **Glossary of Terms**

**Host Telephone Company:** The service provider, which is also the telecommunications public utility that provides 9-1-1 service to the county/municipality, and that houses the Automatic Location Identification (ALI)/MSAG data used for providing 9-1-1 service.

**Telephone Company:** A telecommunications public utility regulated by the Pennsylvania Public Utility Commission and which has or requests access to the county/municipality 9-1-1 system or connection to the serving selective router, including, but not limited to, local exchange carriers and competitive local exchange carriers. This term is synonymous with 'service provider'.

**Content:** The data elements of the MSAG including (but not necessarily limited to) the data elements that are entered into the following fields A-I of a standard MSAG record:

- a. Tax area record
- b. Locality
- c. Street
- d. Thoroughfare
- e. Directional [where required]
- f. Even (E), odd (O), or all (A) [applied to house numbers]
- g. Low-high range of house numbers
- h. PSAP (Public Safety Answering Point)
- i. LAT/LONG (Latitude/Longitude) [where required]

**Formatting, Format:** Shall include changes to the identity of fields, order of fields, and number and arrangement of data elements in each field, and a telephone company's rearrangement or regrouping of such data, without changing the MSAG content, for purposes of validating against MSAG records.

2. **Regulations**

- a. The Telephone Company will comply with the Protocols as set forth in, and in the form of, Service Provider E-9-1-1 Protocols, Service Provider E-9-1-1 Questionnaire and Testing Procedures in accordance with the Petition of Bell Atlantic-Pennsylvania, Inc. for a Declaratory Order (MSAG); Docket No. P-00971203; Settlement Agreement of all Parties and Joint Petition entered August 7, 1998.
- b. The Telephone Company is indemnified under the Public Safety Emergency Telephone Act, Act 78 of 1990.

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**MISCELLANEOUS SERVICE AND EQUIPMENT**J. 911 TARIFF LANGUAGE (cont'd)2. Regulations (cont'd)

- c. The Telephone Company's liability and insurance provisions are fully stated in Section 1, General Regulations.
- d. Cases of Service interruptions affecting public health and safety shall receive priority attention under any and all conditions, particularly in time of disaster. Every appropriate resource will be utilized. The service provider will make reasonable best efforts to have its system fully functional as soon as possible, unless conditions beyond the service provider's control prevent service restoration.
- e. The service provider will not use the county's/municipality's MSAG for any purpose that is not directly related to and required for the provision of 9-1-1 service.
- f. The Host Telephone Company will install the county's/municipality's MSAG in 'read/write' format and will not modify the content of the MSAG unless requested or permitted to do so by the county/municipality. A request to modify content by the Host Telephone Company shall be responded to by the county/municipality within (10) business days or the request is deemed to be approved. The request shall be in writing and shall set forth in reasonable detail the proposed modification and all reasons in support. The request shall be granted provided the modification is necessary for the Host Telephone Company's provision, maintenance, or upgrading of the 9-1-1 service.
- g. The Telephone Company shall not otherwise modify the content of the MSAG, but may make formatting changes approved by the county/municipality necessary to enable the MSAG to conform to the telephone company's information system(s). The request shall be in writing and shall set forth in reasonable detail the formatting changes and all reasons in support. The county/municipality shall respond to the request in ten (10) business days or the request is deemed to be approved. The request shall be granted provided the formatting change does not impair the integrity and accuracy of the MSAG database. For the purposes of this regulation, a content or formatting change does not include the use of the MSAG content in telephone companies' operational support systems to validate customer information for input to the ALI database.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**MISCELLANEOUS SERVICE AND EQUIPMENT**J. 911 TARIFF LANGUAGE (cont'd)2. Regulations (cont'd)

- h. The service provider will not sell, lease, rent, loan or provide, or transfer the county's/municipality's MSAG to any other person(s) or entity(ies) without the express written authorization of the county's/municipality's 9-1-1 coordinator, or his or her designee.
- i. The Telephone Company will not, without the written consent of the county/municipality, modify or create any derivative of the county's/municipality's MSAG, except as follows: one (1) mirror image copy of the MSAG may be made in electronic form for archival purposes (the copy may be made in read/write format by the host telephone company, but shall be made solely in read-only format by all other telephone companies), and the telephone company may make a mirror image copy, solely in read-only format and only for database reconciliation, address verification for new connections of service, and other functions that are necessary to ensure that the name and address information provided by the service provider to the county/municipality is accurate and conforms to the county's/municipality's MSAG format.

K. OPTIONAL CENTRAL OFFICE SERVICES1. Description

Optional calling services include the following central office-based call management services. The services are available to individual line customers where Telephone Company facilities and customer configuration permit:

a. Call Waiting

Call Waiting permits the customer engaged in a call to receive a tone signal indicating a second call is waiting, and by operation of the switchhook to place the first call on hold and answer the waiting call. The customer may alternate between the two calls by operation of the switchhook.

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**MISCELLANEOUS SERVICE AND EQUIPMENT**K. OPTIONAL CENTRAL OFFICE SERVICES (cont'd)1. Description (cont'd)b. Call Forwarding

Call Forwarding permits the customer to automatically transfer all incoming calls to a telephone number at another local or toll location. The customer activates Call Forwarding by dialing a special code followed by the telephone number of the location to which calls are to be transferred. The service may be deactivated by dialing another code. The customer must activate and deactivate this service from the station forwarding the calls. The customer may still make outgoing calls while Call Forwarding is active, even while a transferred call is in progress. Calls cannot be answered at the base station while Call Forwarding is active.

c. Call Forward Busy Line

This service forwards incoming calls to a predesignated directory number when the called line is busy. With Call Forward Busy Line, the subscribers have the flexibility of changing the forward-to-number at their discretion, without a service order.

d. Call Forward Don't Answer

This service forwards all incoming calls to a predesignated directory number if the called number is not answered after a specified number of rings. With Call Forward Don't Answer, the subscriber has the flexibility of changing the forward-to-number without contacting the Telephone Company for a new service order.

e. Call Forwarding Busy Line, Don't Answer

Call Forwarding Busy Line, Don't Answer is a service offering that consists of two separate features, Call Forwarding Busy Line and Call Forwarding Don't Answer. On a monthly basis customers may subscribe to one feature or to both features combined. This offering is available to individual line Residence and Business customers, excluding Exchange Access Lines associated with Direct Inward Dialing, WATS, Centrex, Pay Telephone Lines, Mobile service or other services as determined by the Company. Call Forwarding Busy Line, Don't Answer is a Remote Change Service.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**MISCELLANEOUS SERVICE AND EQUIPMENT**K. OPTIONAL CENTRAL OFFICE SERVICES (cont'd)1. Description (cont'd)f. Call Forward Remote Activation

Call Forward Remote Activation allows a subscriber to activate or deactivate all types of Call Forward or to change the forward-to destination when they are at a remote location. Call Forward Remote Activation can be accessed from any touch-tone telephone simply by dialing the access code and a personal identification number (PIN) assigned by the Telephone Company. If Call Forwarding is already in effect, the forward-to number can be changed by dialing the access code, the PIN and the new forward-to destination.

g. Call Pickup

Call Pickup allows a multilime customer to answer calls that are incoming to another line by dialing the call pickup access code and answering the call at a more convenient location.

h. Make Set Busy

Residential subscribers can make their telephone line appear busy to all incoming calls. The service is activated by dialing an access code, either when the line is idle or during the call. When an incoming call is diverted, the subscriber hears a busy short ring as a reminder that Make Set Busy is active. A deactivation code is dialed to return the line to idle status. Outgoing calls can still be placed while Make Set busy is activated.

i. Group Intercom

This service allows individuals within a designated intercom group to contact each other by using an access code and abbreviated dialing.

j. Call Hold

Residential Call Hold allows the subscriber to place a call on hold and then continue the conversation either from the same set or from a more convenient location.

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**MISCELLANEOUS SERVICE AND EQUIPMENT**K. OPTIONAL CENTRAL OFFICE SERVICES (cont'd)1. Description (cont'd)k. Caller ID Service

Caller ID is an optional central office software-based service offering which allows a Telephone Company subscriber the ability to view the calling party's telephone number on a subscriber-provided display unit. In cases where callers have either blocked their outgoing telephone number, or placed the call through an operator, the calling party's telephone number will not be displayed. In addition, Caller ID will only work when calls originate from and terminate within central offices connected by SS7 technology.

The telephone numbers that will be displayed on a Caller ID subscriber's display unit include listed, non-listed, and non-published telephone numbers.

Caller ID subscribers also have the ability to automatically reject incoming telephone calls which have been blocked. Through Anonymous Call Rejection (part of Caller ID service), all incoming telephone calls which have the calling party's telephone number blocked will hear a recorded announcement indicating the Caller ID subscriber will not accept calls made from blocked telephone numbers. Blocked local or long distance calls routed to the Anonymous Call rejection announcement will not be rated as completed calls.

(1) Caller ID Deluxe Service

- a. Caller ID Deluxe is an optional service, which, in addition to providing the same capabilities as Caller ID, allows a customer to see the main listed name associated with the telephone number of incoming calls. All telephone numbers, including non-published and non-listed telephone numbers, will be displayed unless blocked on the originating end. When a calling party is using blocking, the Caller ID Deluxe subscriber will receive an indication that the name and number are blocked.
- b. Caller ID Deluxe may also, as facilities permit, provide a customer with Anonymous Call Rejection, the feature that provides the ability to reject calls from callers who have chosen to block the passage of their telephone numbers and associated main listed names on outgoing calls.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**MISCELLANEOUS SERVICE AND EQUIPMENT**K. OPTIONAL CENTRAL OFFICE SERVICES (cont'd)1. Description (cont'd)k. Caller ID Service (cont'd)(1) Caller ID Deluxe Service (cont'd)

c. Caller ID Deluxe Service is available to customers by monthly subscription only, which provides unlimited use of the service.

(2) Service Availability

Caller ID is offered as an optional service to single party residential subscribers, single line business and multiple incoming line trunk business subscribers. Caller ID is offered on a monthly subscription basis, and is provided only where facilities permit.

(3) Per-Line Blocking

Customers requesting Per-Line Blocking will prevent the display of their telephone numbers on all outgoing calls. The Per-Line Blocking feature may be deactivated at any time by customers on a call-by-call basis through the activation of a special code. Per-Line Blocking is provided free of any recurring charge, but is a special feature which must be ordered by customers.

The Telephone Company will initially install Per-Line Blocking at no charge. Requests to remove Per-line Blocking on customer lines will be completed at no charge. Subsequent requests to re-install Per-Line Blocking will be completed at prevailing Telephone Company non-recurring service order rates.

Per-Line Blocking will not prevent the display of originating telephone numbers to 911 emergency service providers.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**MISCELLANEOUS SERVICE AND EQUIPMENT**K. OPTIONAL CENTRAL OFFICE SERVICES (cont'd)1. Description (cont'd)k. Caller ID Service (cont'd)(4) Per-Call Blocking

Per-Call Blocking will prevent the display of customers' telephone numbers on outgoing calls. This feature may be utilized at any time through the activation of a special code prior to dialing an outgoing call.

Per-Call Blocking is provided at no charge, and is automatically placed on all telephone lines by the Telephone Company.

Per-Call Blocking will not prevent the display of telephone numbers to 911 emergency service providers.

(5) Special Provisions

In cases where Telephone Company customers are victims of domestic violence, or are representatives of domestic violence agencies, or are representatives of emergency service agencies, calls placed through a live operator in order to protect the identity of the calling party will be completed without the application of an operator service charge.

Qualifying customers may need to notify the Telephone Company to request this credit if the operator service charge cannot be waived at the time the call is being placed.

The Telephone Company is in compliance with the terms and conditions of the Public Utility Code, 66. P.A.C.S. Chapter 2906.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**MISCELLANEOUS SERVICE AND EQUIPMENT**K. OPTIONAL CENTRAL OFFICE SERVICES (cont'd)1. Description (cont'd)I. Three-Way Calling

Three-Way Calling permits the customer, by operation of the switchhook, to place an existing call on hold, dial the telephone number of a third party and establish a local or toll three-way conference call. The customer may talk privately with the third party before establishing the three-way connection and may disconnect the third party to re-establish the original connection. The customer's line establishing the conference call must remain open for the duration of the call or the connection for all callers will be terminated.

m. Speed Calling

Speed Calling permits the customer to program up to either eight or thirty frequently dialed numbers by dialing a one or two-digit code. This feature can accommodate local, toll, and long distance numbers. The customer uses a code to access the speed calling feature. The customer may change the list whenever necessary.

n. Call Management Services

The following central office-based call management services forward the calling party's number to the terminating end, where facilities permit. The services work only on calls that originate from and terminate to appropriately equipped offices. These services provide a variety of subscription and usage-sensitive priced, user-programmable features that manage calls based on customer input directions to the network. These services are automatically available to any single line customer connected to the appropriately equipped offices. The customer has various billing and/or blocking options for the use of these services.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**MISCELLANEOUS SERVICE AND EQUIPMENT**K. OPTIONAL CENTRAL OFFICE SERVICES (cont'd)1. Description (cont'd)n. Call Management Services (cont'd)1. Repeat Dial

This service allows a calling party to redial the last telephone number dialed, provided it is to a number in appropriately equipped offices. If that line is found busy, a 30-minute queuing process begins, and the Network automatically attempts to complete the call.

Customers can either pay-per-use so that a separate charge applies to each activation of this service; or subscribe to the service and incur a monthly charge for unlimited use. When the customer pays-per-use, the usage charge applies each time the service is activated whether or not the called party answers.

2. Return Call

This service allows a calling party to automatically return the most recent incoming call. If that line is found busy, a 30-minute queuing process begins, and the Network automatically attempts to complete the call.

Customers can either pay-per-use so that a separate charge applies to each activation of this service; or subscribe to the service and incur a monthly charge for unlimited use. When the customer pays-per-use, the usage charge applies each time the service is activated whether or not the called party answers.

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**MISCELLANEOUS SERVICE AND EQUIPMENT**K. OPTIONAL CENTRAL OFFICE SERVICES (cont'd)1. Description (cont'd)n. Call Management Services (cont'd)3. Priority Ringing

This service provides one distinctive audible signal to the called customer number when receiving a call from one of up to ten prespecified telephone numbers. Through an interactive dialing sequence, the customer creates a screening list of up to ten telephone numbers in the switching machines. This list can only be created from and for telephone numbers located in appropriately equipped offices. When a call arrives from one of the prespecified telephone numbers, the Priority Call rings distinctively. If the called customer subscribes to Call Waiting, and the call arrives while the line is busy, the Call Waiting tone has a distinctive pattern. For calls from a dial tone line with multi-line hunting, the distinctive signal is only produced when the main telephone number has been entered in the screening list.

4. Selective Call Forwarding

This service allows the customer to select a maximum of six telephone numbers for forwarding. The customer activates this service by dialing a code to create a screening list via an interactive dialing sequence. This list can only be created from and for telephone numbers located in appropriately equipped offices. Only calls from those telephone numbers on the screening list may be forwarded to the designated telephone number.

For calls from a line within multiline hunting, the call is selectively forwarded only where the main telephone number has been entered in the screening list.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**MISCELLANEOUS SERVICE AND EQUIPMENT**K. OPTIONAL CENTRAL OFFICE SERVICES (cont'd)1. Description (cont'd)n. Call Management Services (cont'd)5. Call Block

This service gives the customer the ability to prevent future calls from specific telephone numbers and can be activated after receipt of an unwanted call or after entering a telephone number from which the calling party does not wish to receive future calls. To activate the service, the Call Block customer regains dial tone and dials a code, which creates a screening list for a maximum of ten numbers. This list can only be created from and for telephone numbers located in appropriately equipped offices. Further calls to the Call Block customer from telephone numbers in the screening list are connected to an announcement stating that the called party is not accepting calls and the Call Block customer's telephone does not ring.

For calls from a line within multiline hunting, the call is blocked only where the main telephone number has been entered in the screening list.

6. Call Trace

This service allows a called party to initiate an automatic trace of the last call received. Call Trace is available on a usage basis only. After receiving the call which is to be traced, the customer dials a code and the traced telephone number is automatically sent to the Telephone Company. The customer using Call Trace is required to contact the Telephone Company for further action. The customer originating the trace will not receive the traced telephone number. The information will be held by the Telephone Company for release to the appropriate law enforcement personnel.

The usage charge applies each time the service is activated.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**MISCELLANEOUS SERVICE AND EQUIPMENT**

K. OPTIONAL CENTRAL OFFICE SERVICES (cont'd)

1. Description (cont'd)

n. Call Management Services (cont'd)

7. Distinctive Ringing Service

Distinctive Ringing Service enables an individual line subscriber to have up to two telephone numbers (referred to as "Dependent" numbers) assigned to one dial tone line in addition to the main number (referred to as the "Master" number). Each number when dialed will result in a distinctive ring that facilitates the ability of the customer to determine which number is being called. Where facilities permit, a distinctive Call Waiting tone for each telephone number will be provided for customers who subscribe to Distinctive Ringing Service and Call Waiting. Distinctive Ringing Service is associated with incoming calls only and does not provide a separate dial tone line to place outgoing calls. Distinctive Ringing Service is only offered on a monthly subscription basis.

8. Simultaneous Ringing Service (1)(C)

Simultaneous Ringing Service permits an individual line subscriber to designate up to five (5) telephone numbers, including the main number (referred to as the "Master" number), to ring at the same time whenever a call is placed to the Master number. Simultaneous Ringing Service is identified with incoming calls and does not provide a separate dial tone line to place outgoing calls. Simultaneous Ringing Service is only available on a monthly subscription basis.

9. Call Redirect Service

Call Redirect Service enables subscribers to forward calls placed to designated telephone numbers to remote locations using dedicated facilities. Call Redirect Service is subject to a minimum three-year contract and carries a prerequisite subscription to DS-1, DS-3, DS-0, T-1 or other high capacity facilities. Nonrecurring and monthly rates apply to each forwarded number. A monthly fee is also charged per talk path. Call Redirect Service does not utilize the public switched network when forwarding calls.

Note 1: Simultaneous Ringing Service is grandfathered and is only available to existing customers at existing locations.

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## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**MISCELLANEOUS SERVICE AND EQUIPMENT**K. **OPTIONAL CENTRAL OFFICE SERVICES (cont'd)**

## 1. Description

n. **Call Management Services (cont'd)**10. **Home Intercom**

Home Intercom allows telephone extensions sharing the same telephone number to be used as an intercom system. This service permits the user to signal other extensions sharing the same telephone number by dialing the telephone number associated with the residence customer's access line. When a Home Intercom call is initiated, all extensions ring with a distinctive ringing pattern. Home Intercom functions on Touch-Tone or dial pulse equipped access lines and will be provided to individual line residence customers by monthly subscription only.

2. **General Terms**

The following definitions apply to terms often used to describe operation of various optional calling services.

a. **Activation**

Activation requires dialing a code from the customer's line and originating (activating) the corresponding service. For usage-billed service(s) activation causes an "activation" charge to be applied at that time. No activation charge applies when the customer subscribes to a service on a monthly basis. When the customer uses Return Call, Repeat Dial, Call Trace on a pay-per-use basis, activation charges apply each time the service is activated.

b. **Master and Dependent Telephone Numbers**

The Master telephone number is the main telephone number provided with the dial tone line and associated with both incoming and outgoing calls. With Distinctive Ringing Service, a customer can purchase up to two Dependent numbers that are assigned to the Master number. The Master telephone number and the Dependent numbers are on one telephone line.

c. **Distinctive Ringing and Distinctive Call Waiting Tone**

With Distinctive Ringing Service, Distinctive Ringing and Call Waiting tone patterns are assigned to the dependent number(s) to distinguish incoming calls from those to the master number.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**MISCELLANEOUS SERVICE AND EQUIPMENT**K. OPTIONAL CENTRAL OFFICE SERVICES (cont'd)2. General Terms (cont'd)d. Interactive Dialing Sequence

Relates to the dialing activities performed by a customer while programming a service for use. The dialing activities are termed interactive because the customer's actual dialing functions are in response to messages provided by the Central Office.

e. Multi-line Hunting Group

A service arrangement that combines a group of telephone lines with individual originating and common terminating characteristics. An incoming call to the group causes the line to search for an idle line to which the call can be completed.

3. Regulationsa. Availability of Service

- (1) Optional calling services require special central office equipment and are furnished only from central offices where facilities are available, as determined by the Company.
- (2) The services can be activated by either dial-pulse (rotary) or Touch-Tone line dial tone service.

4. Provision of Servicea. General

- (1) All optional calling services can be provided to individual line customers only.
- (2) The following services are available at the rates stated herein.
- (3) The optional calling services, which provide distinctive ringing, may not be compatible with all types of customer-provided telephone equipment.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**MISCELLANEOUS SERVICE AND EQUIPMENT**K. OPTIONAL CENTRAL OFFICE SERVICES (cont'd)4. Provision of Service (cont'd)b. Return Call

(1) Return Call and Repeat Dial do not work with calls made to most 700, 800-type, and 900 numbers.

c. Call Forwarding Services

(1) Call Forwarding and Selective Call Forwarding can be provided in combination on the same line, but may deactivate or supersede each other.

d. Distinctive Ringing Service

(1) Distinctive Ringing Service is provided only where, in the judgment of the Company, Distinctive Ringing Service is compatible with the type of service with which it is to be associated.

(2) The ringing and tone patterns associated with the Master and Dependent numbers shall be assigned solely at the discretion of the Company.

(3) When a call is in progress, any incoming calls will receive a busy signal, unless the Distinctive Ringing Service customer also subscribes to Call Waiting.

(4) Distinctive Ringing Service subscribers will be entitled to one White Pages directory listing option per Dependent number as part of the basic offering. The subscriber may choose one of the following listing options per Dependent number at no additional charge:

- Listed Number
- Unlisted Number
- Non-Published Telephone Number

(NOTE: Directory Assistance and Non-Published Telephone Number regulations and charges for the Master number are covered in other Sections of this Tariff.)

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**MISCELLANEOUS SERVICE AND EQUIPMENT**K. OPTIONAL CENTRAL OFFICE SERVICES (cont'd)4. Provision of Service (cont'd)d. Distinctive Ringing Service (cont'd)

(5) "Collect" and "bill to a third number" calls may be charged to Dependent numbers. Calls charged to Dependent numbers will be billed to the Master telephone number. Additional charges for "collect" and "bill to a third number", as covered in other Sections of this Tariff, apply.

(6) Where a customer subscribes to both Distinctive Ringing Service and optional calling services, the applicable services are automatically associated with Master and Dependent numbers. Customers do not have the option of associating other optional calling services to less than all numbers.

(7) Distinctive Ringing Service customers who also subscribe to Call Forwarding must choose one of the following Call Forwarding arrangements at the time of subscription:

a. Calls to Dependent and Master telephone numbers are forwarded to the same telephone number when Call Forwarding service is activated.

b. Calls to the Master telephone number only are forwarded when Call Forwarding service is activated. Calls to Dependent number(s) will continue to ring and may be answered at the subscriber's premises.

Changes in the Call Forwarding arrangement will be subject to a Record Service Charge.

(8) Distinctive Ringing Service will not be provided in association with lines equipped with hunting arrangements, except on the last line in a group of lines arranged for series completion hunting, provided such a line has no further hunting or other special translations data entered against it and is served from a central office capable of providing this service.

(9) Customers who subscribe to Distinctive Ringing Service and also subscribe to Priority Call, may subscribe to only one Dependent number.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**MISCELLANEOUS SERVICE AND EQUIPMENT**K. OPTIONAL CENTRAL OFFICE SERVICES (cont'd)4. Provision of Service (cont'd)d. Distinctive Ringing Service (cont'd)

- (10) Distinctive Ringing Service charges will be billed to the Master number.
- (11) All charges associated with Distinctive Ringing Service are the responsibility of the customer of record, including but not limited to "bill to a third number" and "collect" charges.

e. Miscellaneous

Additional restrictions or regulations may apply when subscribers to Distinctive Ringing Service forward calls to other services.

5. Limitation of Service

Call quality may be impaired when incoming calls are transferred to a location outside the customer's local calling area or if a three-way call involves more than one toll point.

6. Ratesa. General

- (1) The customer of record will be responsible for all rates and charges associated with optional calling services as described in this section. The customer of record will be charged for all services activated on his/her service and/or charged the applicable monthly subscription rate for each line on which optional calling services are provided.
- (2) A customer serviced by a switching machine in an appropriately equipped office may request to have his/her line(s) made inoperable for usage services capability. The customer has the option to request deactivation of usage service capability on a per service basis or to request deactivation of usage service capability for all usage services.

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

MISCELLANEOUS SERVICE AND EQUIPMENTK. OPTIONAL CENTRAL OFFICE SERVICES (cont'd)6. Rates (cont'd)a. General (cont'd)

(3) All capability for this service or services is removed from the line(s) at no charge. Should the customer subsequently request to reactivate usage services capability, a Record Service Charge applies per line regardless of the number of services reactivated.

b. Nonrecurring Rates – The following nonrecurring service charges apply to change orders for subscription Optional Central Office Services. One charge applies per line, per order, regardless of the number of services being changed or added. The nonrecurring Product/Service Charge is in addition to applicable charges for other work being performed.

For subscription requests received within a 90-day period following the initial provision of central office facilities, the introduction of new services, or the enhancement of existing services, the Company may waive the nonrecurring Product/Service Charge for the establishment of selected Optional Central Office Services. This provision does not apply to Centrex customers.

	<u>Nonrecurring Product/Service Charge</u>
Change orders for subscription to Optional Central Office Services, per line, per order	\$5.00
Optional Central Office Usage Services – Service Reactivation, per line	\$5.00
Change PIN for Remote Access Service, per change	\$5.00
Change Distinctive Ring Service, per change (Change Call Forwarding Arrangement, Standard ringing and associated patterns, or telephone number of Dependent number)	\$5.00
Call Redirect Service	\$15.00

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**MISCELLANEOUS SERVICE AND EQUIPMENT**K. OPTIONAL CENTRAL OFFICE SERVICES (cont'd)6. Rates (cont'd)c. Monthly Rates (Subscription)

(1) The following monthly rates apply to subscription Optional Central Office Services.

	Individual Monthly Rate <u>Residential</u>	Individual Monthly Rate <u>Business</u>
Call Waiting	\$ 4.50	\$ 5.75
Call Forwarding	\$ 3.00	\$ 5.75
Call Forward Busy Line (1)	\$ 1.95	\$ 2.50
Call Forward Don't Answer (1)	\$ 1.95	\$ 2.50
Call Forward Busy Line, Don't Answer	\$ 1.95	\$ 3.00
Call Forward Remote		
Activation (2)	\$ 4.50	\$ 6.25
Call Pickup	\$ 1.00	\$ 1.00
Make Set Busy	\$ 3.50	\$ 1.00
Group Intercom	\$ 1.00	\$ 1.00
Call Hold	\$ 1.00	\$ 1.00
Caller ID	\$ 6.50	\$ 9.00
Caller ID Deluxe	\$ 7.50	\$ 10.50
Three Way Calling	\$ 4.00	\$ 5.00

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**MISCELLANEOUS SERVICE AND EQUIPMENT**K. OPTIONAL CENTRAL OFFICE SERVICES (cont'd)6. Rates (cont'd)

c. <u>Monthly Rates (Subscription)</u> (cont'd)	Individual Monthly Rate <u>Residential</u>	Individual Monthly Rate <u>Business</u>
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Speed Calling – 8	\$ 1.50	\$ 5.00	
Speed Calling – 30	\$ 2.25	\$ 6.50	
Repeat Dial	\$ 4.50	\$ 5.50	
Return Call	\$ 4.50	\$ 6.00	
Priority Ringing	\$ 3.50	\$ 3.25	
Selective Call Forwarding	\$ 3.50	\$ 4.25	
Call Block	\$ 5.00	\$ 4.50	
Distinctive Ringing	\$ 5.50	\$ 5.85	
Simultaneous Ringing (C)	\$ 2.95	\$ 2.95	(C)
Call Redirect, per number	\$16.00	\$16.00	
Call Redirect, per talk path	\$ 3.00	\$ 3.00	
Home Intercom	\$ 2.25	N/A	

(1) Customer may subscribe to one feature or both features combined at the same monthly rate.  
 (2) This is an option that can be added to any Call Forward arrangement.

(3) This service is grandfathered and only provided to existing customers at existing locations.

(C)

d. Usage Rates

Call Trace – Each Activation	\$3.00	
Return Call – Each Activation	\$0.75	
Repeat Dial – Each Activation	\$0.75	
Three-Way Calling – Each Activation	\$0.75	(C)
Priority Ringing – Each day list is active (1)	\$0.50	(C)
Selective Call Forwarding – Each day list is active (1)	\$0.50	(C)
Call Block – Each day list is active (1)	\$0.50	(C)

(1) Provision of these services by per use or per activation is grandfathered and no longer available to customers as of December 14, 2009. These services will be provided on a per month basis only.

(C)  
(C)e. Discount Rates (1)

(C)

The following Discount Rates apply, per service, to monthly rates for packages of Custom Calling Services and Advanced Intelligent Network Services.

Package, two services, per line	15% Discount
Package, three services, per line	20% Discount
Package, four services, per line	25% Discount
Package, five or more services, per line	30% Discount

(1) Discount Rate Packages are grandfathered and are only available to existing customers at existing locations.

(C)  
(C)

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**MISCELLANEOUS SERVICE AND EQUIPMENT**L. **ADVANCED INTELLIGENT NETWORK (AIN) SERVICES**

1. As facilities permit, the following services will be provided when and where available.
  - a. \*\*\*
  - b. Terminating Call Management (1)– This service provides customers with control(C) over their incoming calls by allowing them to select either an “anti-solicitation” or a “do not disturb” mode. End user modifications can be completed via touch tone phone or the AIN Internet website.
  - c. \*\*\*
  - c. TollGuard (1) - This service enables a subscriber to override the Controlled(C) Calling feature by entering a Personal Identification Number (PIN) prior to placing a toll call. The Controlled Calling feature enables customers to block outgoing direct-dialed and outgoing operator-handled calls. The customer retains the ability to receive incoming calls, utilize the local non-toll network and to place calling card, collect, and third number calling service, i.e., sent-paid calls.

Note 1) These services are grandfathered and are only available to existing customers at existing locations.

(C)

(C)

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**MISCELLANEOUS SERVICE AND EQUIPMENT**L. ADVANCED INTELLIGENT NETWORK (AIN) SERVICES (cont'd)2. Ratesa. Monthly Rates (Subscription)

Terminating Call Management (1)	\$ 2.95	(C)
TollGuard	\$ 3.50	(C)

Note 1) These services are grandfathered and are only available to existing customers at existing locations. (C)

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**MISCELLANEOUS SERVICE AND EQUIPMENT**M. **HIGH CAPACITY 1.544 Mbps SERVICE**1. **Basic Channel Description**

High Capacity Channels provide simultaneous two-way transmission of serial, bipolar, return isochronous digital signals. The transmission speed of a High Capacity Channel is 1.544 Megabits Per Second (Mbps). A pulse density restriction, plus a constraint on customer-provided framing are part of the format constraints on High Capacity Channels. The format constraints permit the Company the use of every 193rd bit position for future use, therefore, the effective throughput rate available to the customer is 1.536 Mbps.

High Capacity Channels are provided between customer premises, between a customer premise and a Company hub or between serving wire centers.

2. **Availability of Service**

High Capacity Channels require special equipment and will be provided only from those wire centers equipped for digital transmission. The wire centers equipped to furnish 1.544 Mbps High Capacity Service have been or will be designated by the Company.

When the components required to provide service are not available, and when mutually agreeable to the customer and the Company, special construction may be undertaken to provide the required service. In such cases, charges based on costs apply.

3. **Channel Service Unit Functionality**

Channel Service Unit Functionality is required at all times at each station on a customer's premise to perform such functions as proper termination of the service, amplification, signal shaping and remote loopback testing. This functionality must be provided by the customer.

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**COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF**

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**MISCELLANEOUS SERVICE AND EQUIPMENT**M. **HIGH CAPACITY 1.544 Mbps SERVICE (cont'd)**4. **Connections**

Terminal equipment to be provided by the customer must meet the following interface requirements:

Data signals, including timing and control where provided, exchanged at the interface between the customer's equipment and the High Capacity Local Channel must meet the signal and format constraints listed below.

- a. Date Rate: 1.544 Mbps +/-75 bps.
- b. Consecutive Zeros: no more than 15 consecutive zeros may be generated.
- c. Pulse Density: At least 3 pulses in any 24-bit interval

The Company's responsibility ends at the Rate Demarcation Point and does not include maintaining operational capability of customer-provided equipment. Customers must provide and maintain terminal equipment at their expense.

5. **Rates**

	***	***	
	<u>Term*</u>	<u>Monthly Charge</u>	<u>Nonrecurring Charge</u>
Local Channel - per termination	1 year	\$297.00	\$660.00
Multiplexing An arrangement that multiplexes a 1.544 Mbps channel to 24 channels - per arrangement		\$200.00	\$0.00

\*Longer-term agreements at discounted rates are available.

COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

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**MISCELLANEOUS SERVICE AND EQUIPMENT**N. **DUPLICATE COPIES OF MONTHLY TELEPHONE BILLS**1. **Description**

Duplicate Copies of Monthly Telephone Bills is a service that allows customers to request and receive duplicative copies of prior period and current period bills. Requests for Duplicate Copies of Monthly Telephone Bills are only accepted from the customer whose name appears on the bill (the customer of record) and will only be mailed to the name and address on the bill. The only exceptions to this requirement will be when the Company receives a legal notice/order to provide bill copies to a person other than the customer of record. Customers who request duplicate copies of monthly bills will be provided copies of the entire bill. Customers who request a duplicate copy of their current month's bill will be provided one copy at no charge. Customers who request additional duplicate copies of their current period bill will be charged for those duplicate copies. Customers who request duplicate copies of their prior period bills will be charged for all duplicate copies.

2. **Rates**

Residential / Business

\$12.50 per bill, plus \$0.16 per page

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**MISCELLANEOUS SERVICE AND EQUIPMENT****O. BUNDLED SERVICE OFFERINGS**

1. Residential
  - a. Unlimited Phone Bundle Residential

The Company provides this optional service offering by bundling services to eligible residential customers for one flat monthly rate. Eligible customers are defined as those residential customers receiving service in Rate Band 1 areas who have existing facilities capable of providing all of the services and who subscribe or agree to subscribe to D&E Long Distance's Unlimited Long Distance Plan\*. Such eligible customers will receive the following:

One Residential Local Service Line  
Caller ID  
Unlimited Domestic Long Distance

<u>Rates</u>	<u>Monthly</u>	<u>Nonrecurring</u>
Unlimited Phone Bundle Residential	\$34.95	\$45.00
(Intrastate Regulated Company Portion)	\$14.00	\$45.00

The Long Distance Cost Recovery Fee is waived. Price excludes all other applicable taxes and surcharges. A minimum one-year subscription is required calculated from the date of subscription. An early termination fee of \$100.00 will apply. Nonrecurring (one-time) charges apply for new service installations.

\*The plan applies to direct dialed in-state and state-to-state calls within the contiguous United States. It may not be used for dialing internet access numbers or on-line data services. At no time may the plan be used for anything other than person-to-person conversations or voice messages. The plan may not be used for calls placed via automated dialing methods or for calls placed by guests in hotel/motel environments or tenants in apartment/home rental environments. The plan does not apply to the following types of calls: Calling Card, International, Personal 800 Number Service, Directory Assistance, Operator Service, and 900 numbers. D&E reserves the right to discontinue this plan to customers who exhibit calling patterns that are not typical of normal residential usage. D&E reserves the right to investigate such usage. If D&E determines that the Customer is using the plan to make calls that are not consistent with residential voice calling, the customer may be subject to discontinuation of this plan or offered an alternative plan at D&E's sole discretion. Early termination fee waived if the Company exercises right to discontinue service.

The Company reserves the right to increase charges should any Federal or State regulatory body's decision result in an increase of one or more of the individual parts of the bundle. The early termination fee will be waived in such instances.

## COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF

**MISCELLANEOUS SERVICE AND EQUIPMENT**O. **BUNDLED SERVICE OFFERINGS**

- 2. Business
  - a. Unlimited Phone Bundle Small Business

The Company provides this optional service offering by bundling services to eligible business customers for one flat monthly rate. Eligible customers are defined as those business customers receiving service in Rate Band 1 areas, with between 1 – 3 business dial tone lines, who have existing facilities capable of providing all of the services and who subscribe or agree to subscribe to D&E Long Distance's Unlimited Long Distance Plan\*\*. Such eligible customers will receive the following:

One Business Local Service Line

Caller ID

Unlimited Domestic Long Distance

<u>Rates</u>	<u>Monthly</u>	<u>Nonrecurring</u>
Unlimited Phone Bundle Small Business	\$34.95	\$65.00
(Intrastate Regulated Company Portion)	\$14.00	\$65.00

The Long Distance Cost Recovery Fee is waived. Price excludes all other applicable taxes and surcharges. A minimum one-year subscription is required calculated from the date of subscription. An early termination fee of \$100.00 will apply. Nonrecurring (one-time) charges apply for new service installations.

\*\*The plan applies to direct dialed in-state and state-to-state calls within the contiguous United States. It may not be used for dialing internet access numbers or on-line data services. At no time may the plan be used for anything other than person-to-person conversations or voice messages. The plan may not be used for calls placed via automated dialing methods or for calls placed by guests in hotel/motel environments or tenants in apartment/home rental environments. The plan does not apply to the following types of calls: Calling Card, International, 800 Number Service, Directory Assistance, Operator Service, and 900 numbers. D&E reserves the right to discontinue this plan to customers who exhibit calling patterns that are not typical of normal business usage. D&E reserves the right to investigate such usage. If D&E determines that the Customer is using the plan to make calls that are not consistent with business voice calling, the customer may be subject to discontinuation of this plan or offered an alternative plan at D&E's sole discretion. Early termination fee waived if the Company exercises right to discontinue service.

The Company reserves the right to increase charges should any Federal or State regulatory body's decision result in an increase of one or more of the individual parts of the bundle. The early termination fee will be waived in such instances.